

Reference: 01834593

Information Requests
information.requests@ofcom.org.uk

4 July 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Instagram account.

We received this request on 6 June 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I believe that there is a fake and malicious Instagram account. Would you be able to provide any details on this or would I have to go directly to Instagram?”

Our response

Under the Online Safety Act, Ofcom's job is to make online services safer for the people who use them. We make sure companies have effective systems in place to protect users from harm. However, we do not have the power to require companies to remove particular posts, images or videos, or to remove particular accounts. Users should instead report any concerning content or accounts to the site or app that they have seen it on, as the service is best placed to take action.

We hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).