

Reference: 1779786

Information requests

[Informationrequests@ofcom.org.uk](mailto:Informationrequests@ofcom.org.uk)

14 March 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about use of WhatsApp.

We received this request on 15 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request and our response

---

*What is your policy in regards to retaining and deleting of messages using the WhatsApp platform?*

WhatsApp is not a supported communication platform at Ofcom and like many other similar unsupported platforms we do not have a policy for message retention and deletion on them.

Colleagues are not permitted to use personal messaging platforms to conduct official Ofcom business.

*Do officers dealing with FOI and GDPR have access to those messages if so can you provide a copy of the policy?*

See response to your first question above.

*Can you give me a copy of the last review of this policy?*

See response to your first question above.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).