

Reference: 02057981

Information Requests
information.requests@ofcom.org.uk

20 August 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's compliance with the Online Safety Act.

We received this request on 1 August 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I am requesting information relating to a social media post which appeared on your X (formerly Twitter) page at [\[@Ofcom\]](#). The post is dated 10:11 am 31 Jul 2025 and contains the text "We are investigating four companies, who collectively run 34 porn sites, on whether they have put in place age checks to protect children." The post also contained a link [to the [Ofcom website](#)], where you have published the 34 web domains referred to.

Please provide the following information:

- 1. Is [\[@Ofcom\]](#) a "regulated service" for the purposes of the Online Safety Act 2023?*
- 2. Who is the provider of [\[@Ofcom\]](#) for the purposes of the Online Safety Act 2023?*
- 3. Could a child use the information in the post to view porn without encountering a highly effective age assurance check?*
- 4. Does the location of a list of 34 web domains where it appears porn can be seen with no age check constitute "content that is harmful to children" for the purposes of the Online Safety Act 2023?*
- 5. Was the operator of [\[@Ofcom\]](#) required to submit an illegal harms risk assessment to Ofcom by 31 March?*
- 6. Did the operator of [\[@Ofcom\]](#) submit an illegal harms risk assessment to Ofcom by 31 March 2025?*
- 7. Please provide me with a copy of the illegal harms risk assessment provided by the operator of [\[@Ofcom\]](#) if one exists, and a copy of any covering letter or email trail indicating the date and time at which it was sent to you. I will accept redactions that hide the identity of any identifiable individuals, but no other redactions.*
- 8. How many individuals within Ofcom objected formally or informally to your publication of 34 web domains where it appears porn can be seen with no age check?*
- 9. Please provide me with copies of all letters / email trails, etc. that you hold that contain such objections, and the responses made by other staff that overruled them. I will accept redactions that hide the identity of any identifiable individuals, but no other redactions.*

Our response

With regard to your questions (1,2,5,6 & 7) concerning Ofcom's X account and its status under the Online Safety Act 2023 ("OSA"), neither Ofcom nor its X account is a provider of a regulated service under the OSA.

You can find information on what does, and what does not, constitute a regulated service in our [Overview of regulated services document](#).

As your third and fourth questions request views rather than information that we hold, they would not be requests for information as defined by s8(1) of the FOI Act.

In any case, we do not have a role in determining whether individual items of content are or are not considered content harmful to children. Regulated providers under the OSA must have proportionate systems and processes to manage relevant risks to their users. Ofcom's role is to implement and enforce the Online Safety Act, ensuring online services in scope of the Act comply with their obligations to protect their users from illegal content and children from harmful content online.

In response to your final two questions (8 and 9), we can confirm that we do not hold any information in scope of these requests. Our [Online Safety Enforcement Guidance](#) sets out in paragraphs 5.14-5.21 our usual approach to publishing details of an investigation.

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](#).