

Reference: 01933791

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

13 January 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning the use of social media platforms by terrorist organisations.

We received this request on 13 December 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request & our response

---

*1. A list of keywords or phrases commonly associated with terrorist activities on the internet that Ofcom monitors or is aware of.*

We do not have a list of keywords or phrases that we monitor or are aware of.

*2. Statistical data on the number of cases or investigations initiated due to terrorist-related content on social media platforms in recent years, including any figures on convictions stemming from these investigations.*

We do not hold this information as we do not collect statistics or data around (criminal) investigations or convictions. We would suggest that this is most likely a matter for either the Counter Terrorism Policing Internet Referral Unit or the [Crown Prosecution Service's Special Crime and Counter Terrorism Division \(SCCTD\)](#).

*3. A breakdown of the main types of terrorist-related content identified on social media platforms, including the proportion or percentages of posts, videos, comments, and other forms of media.*

Ofcom does not have a statutory duty to regulate individual pieces of content and therefore we do not hold this information.

You may find it helpful to know that we published [research](#) in September 2023 in relation to which we commissioned the Institute for Strategic Dialogue to provide us with an understanding of user experiences of online services, with a particular focus on online terrorism, incitement to violence and hate.

Our illegal harms statement [Register of Risks](#) (Terrorism chapter, page 32) also lays out the evidence base we have in relation to how terrorism manifests online.

*4. An overview of Ofcom's process for handling terrorist-related material on social media, from initial identification to the final removal of such content.*

As set out above, Ofcom is not a content regulator. Therefore, in the first instance, we ask consumers to report terrorist content to the online service they see it on. In addition to this, our [website](#) outlines that we cannot respond to individual complaints and we provide links to the Home Office and Counter Terrorism Policing reporting portal which can also be used to report suspected terrorist content.

*If possible, I would also appreciate any additional context, data, or reports related to the impact of terrorist-related content on social media platforms and the measures being taken to mitigate its spread.*

Following the publication of our [illegal harms statement](#) on 16<sup>th</sup> December 2024, providers now have a duty to assess the risk of illegal harm on their services, with a deadline of 16<sup>th</sup> March 2025. Subject to the Codes completing the parliamentary process, from 17<sup>th</sup> March 2025, providers will need to take the safety measures set out in the Codes or use effective measures to protect users from illegal content and activity.

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](#).