

Reference: 02028803

Information Requests
information.requests@ofcom.org.uk

24 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about correspondence involving social media account suspensions.

We received this request on 30 June 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

- 1. Any communications (e.g., emails, official letters, meeting notes, or logs) between Ofcom and X Corp (or its representatives) between 13 February 2023 and 27 February 2023, regarding the suspension of accounts associated with the organisation Patriotic Alternative (including its main and regional accounts) or individuals Mark Collett, Laura Towler, or Sam Melia, who were reportedly suspended from X on 24 February 2023.*
- 2. Any communications (e.g., emails, letters, meeting notes) between Ofcom and the Home Office (or its representatives, including teams responsible for counter-extremism, online safety, or social media policy) during the same period (13 February 2023 to 27 February 2023), concerning the moderation or suspension of social media accounts linked to counter-extremism efforts or the Online Safety Act 2023.*
- 3. Any policy documents, guidelines, or memoranda issued by Ofcom to social media platforms (including X Corp) between 1 January 2023 and 31 March 2023, regarding content moderation, account suspensions, or collaboration with government bodies on counter-extremism or online harms.*

Our response

We can confirm that we do not hold any information in scope of this request.

The Online Safety Act did not gain Royal Assent and pass into law until 26 October 2023. The Online Safety Act, and Ofcom's resulting powers and duties as the online safety regulator, were therefore not in place during the time-frame of your request. Furthermore, our [Illegal Harms Statement](#) was not published until 16 December 2024, with our Codes of Practice for services enforceable from 17 March 2025.

Ofcom's functions and duties under the Online Safety Act are to make sure that regulated services take appropriate steps to protect their users by improving the systems providers use to prevent harm. We do not require providers to remove particular posts, images or videos, or to suspend or

remove individual accounts. Further information about Ofcom's functions and duties under the Act can be found on our website.

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](#).