

Reference: 02033466

Information Requests
information.requests@ofcom.org.uk

29 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning malicious emails blocked by Ofcom.

We received this request on 8 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

Number of malicious emails blocked by your organisation over the last three calendar years.

Please also categorise the emails e.g.:

** Spam: 45,000*

** Phishing: 3,400*

** Malware: 4.7000*

We only retain this information for 30 days. These numbers can vary up or down on a weekly basis. On 16 July 2025, the figures for the last 30 days were as follows:

Spam: 190,000

Phishing: 19,000

Malware: 200 blocked. However, please note that many of the malwares are blocked externally so this is an underestimate. We do not have numbers for what is blocked by our provider.

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](#).