

Reference: 1991270

Information Requests
information.requests@ofcom.org.uk

21 May 2025

Freedom of Information request: Right to know request

Thank you for your request for information about staff social media misuse.

We received this request on 28 April 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

1. *The number of staff within your organisation who have been disciplined for misusing the following tools:*

- * ChatGPT
- * Email
- * X (formerly Twitter)
- * Instagram
- * Facebook

Please break the data down over the last three (3) financial years (April to April).

2. *In each incident, please include details of the outcome e.g. member of staff posted inappropriate photo on Instagram, outcome: dismissal.*

Our response

We hold the information you have requested, however due to the small number of individuals involved who may be identifiable and the nature of the information being requested, we consider that this information is personal data and is exempt from disclosure under section 40 of the FOI Act. Section 40 of the FOI Act provides that personal information about persons other than the requester is exempt where, among other things, its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018 including that personal data should be processed lawfully, fairly and transparently. Section 40(2) is an absolute exemption under the Act and does not require a public interest test.

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](#).