

Reference: 02059765

Information Requests
information.requests@ofcom.org.uk

2 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information about a restriction of a social media post on X.

We received this request on 6 August 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Under the Freedom of Information Act 2000, I am requesting information about any involvement Ofcom may have had in the restriction of a social media post under the Online Safety Act.

*Specifically, I refer to point 9 of a tweet thread posted by the X (Twitter) account **@MatrixMysteries** on or around **6 August 2025**, accessible here:*

<https://x.com/MatrixMysteries/status/1950519076943774169>

This specific tweet (point 9 of the thread) appears to be restricted in the UK, with the message "Due to local laws, we are temporarily restricting access to this content until X estimates your age" showing. The rest of the thread remains visible. The content of point 9 of the thread discusses personal sleep habits, use of natural light, and evening routines involving prayer and conversation.

Please confirm:

- Whether Ofcom requested, advised, or was involved in the restriction of this content*
- Any guidance issued to social media platforms that may have led to this moderation*
- If this falls under enforcement of the Online Safety Act, what section or criteria it relates to*

Our response

Ofcom did not have any direct involvement in the restriction of the social media post that you refer to. The Online Safety Act ('the Act') takes a systems and processes approach, and Ofcom's role is to ensure providers have the appropriate systems and processes in place to protect all users from illegal content and children from content that is harmful to them. Ofcom is not responsible for reviewing or restricting access to individual pieces of content. We note that the availability of the content referred to in your request seems to have changed since your request was submitted.

With regard to age assurance, the Act requires porn providers and user-to-user services (like social media and gaming services) that do not prohibit primary priority content ('PPC') to use highly effective age assurance to prevent children from encountering PPC identified on the service. PPC includes pornographic content, as well as suicide, self-harm and eating disorder content. In our Codes we also set out that providers should use highly effective age assurance to protect children

from priority content ('PC') identified on the service. PC includes violent and misogynistic content, as well as hate speech and abuse, bullying and dangerous challenges content. We do not expect services to use age assurance to prevent children from accessing non-harmful content.

Service providers must carefully consider how they protect users' rights to freedom of expression while keeping people safe [see [section 22](#) of the Act]. It is for providers to decide how to set their own terms of service and how to calibrate their systems, but we've provided [detailed guidance](#) to help them understand the types of content affected by the Act, as well as what is not affected.

If users consider that services have made mistakes in applying their policies by being too cautious, including by age-gating non-harmful content, then the Act, and our Codes, provide for operators to have a clear appeals process that can be used to ensure content is restored when inaccurately removed or restricted. We also require large and/or multi risk services to have an accuracy performance target for their content moderation, so they work towards reducing any errors.

I 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](#).