

Reference: 02128359

Information Requests
information.requests@ofcom.org.uk

26 February 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your follow up request for information concerning AI chatbots. We note that this request is in response to a previous FOI request: [AI chatbots](#)

We received this request on 12 February 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Please can you advise how I might best refine the request to ensure it remains within the “appropriate limit”?

If I were to narrow the request to include only item 2), would you expect that to meet the threshold necessary for a response? Or perhaps a shorter time-frame?”

Our response

We suggest you could consider narrowing down your request to a specific safety topic along with a reasonable timeframe, for example, complaints received by Ofcom relating to chatbot harms to children from December 2025 to present. Please note however that exemptions may be applicable to information requested in any further request.

Regarding your second query – to narrow your request to only question 2 of your original request, we consider that such information is exempt from disclosure under section 44 of the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited by or under any enactment. Section 393 of the Communications Act 2003 (“the Act”) prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

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](#).