Call for evidence response form

Please complete this form in full and return to [researcheraccess@ofcom.org.uk](mailto:researcheraccess@ofcom.org.uk).

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| --- | --- |
| Consultation title | Call for Evidence: Researcher Access to Regulated Online Services Information |
| Full name |  |
| Contact phone number |  |
| Representing (delete as appropriate) | Self / Organisation |
| Organisation name |  |
| Email address |  |

Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom’s General Privacy Statement](http://www.ofcom.org.uk/about-ofcom/foi-dp/general-privacy-statement).

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| Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate. | Nothing / Your name / Organisation name / Whole response / Part of the response (you will need to indicate which question responses are confidential) |
| Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate. | None / Whole response / Part of the response (you will need to indicate below which question responses are confidential) |
| For confidential responses, can Ofcom publish a reference to the contents of your response? | Yes / No |

Your response

| Question | Your response |
| --- | --- |
| **Question 1**: How, and to what extent, are persons carrying out independent research into online safety related issues currently able to obtain information from providers of regulated services to inform their research? | Confidential? – Y / N |
| **Question 1a:** What kinds of online safety research does the current level of access to information enable?   * What type of independent researchers are carrying out research into online safety matters? * What topics/issues they are researching? | Confidential? – Y / N |
| **Question 1b:** Are there types of information that independent researchers are currently unable to access that may be relevant to the study of online safety matters? If so, what are they and what kind of research would they facilitate? | Confidential? – Y / N |
| **Question 1c:** What data governance models are currently used to allow access to online services’ information for researchers?   * This might include: open-access forms of information-sharing, such as publicly-accessible information libraries or databases; information-sharing models that rely on vetting or accreditation of individuals or organisations; and/or models that rely on the accreditation of the specific use cases for the information. * Please provide relevant examples of these governance models used in the online services industry. | Confidential? – Y / N |
| **Question 1d:** What technologies are typically used by providers of online services to facilitate existing information access? | Confidential? – Y / N |
| **Question 1e:** Have services and/or researchers made use of privacy-enhancing technologies to enable access? | Confidential? – Y / N |

| Question | Your response |
| --- | --- |
| **Question 2**: What are the challenges that currently constrain the sharing of information for the purpose of research into online safety related issues? | Confidential? – Y / N |
| **Question 2a:** What are the legal challenges/risks to sharing information from online services with independent researchers? | Confidential? – Y / N |
| **Question 2b:** What are the technical challenges relating to sharing information from online services with independent researchers?  What are the challenges relating to the scale and complexity of the information involved? | Confidential? – Y / N |
| **Question 2c:** What are the security challenges relating to sharing information from online services with independent researchers?   * What are the security challenges relating to the potential sensitivity of information? * What are the security protocols required to protect information from misuse? * To what extent do you view security as a governance issue compared to a technical infrastructure issue? | Confidential? – Y / N |
| **Question 2d:** What are the information quality challenges relating to online services sharing information with independent researchers? | Confidential? – Y / N |
| **Question 2e:** What are the financial costs to online services relating to online services sharing information with independent researchers? | Confidential? – Y / N |
| **Question 2f:** What are the financial costs to researcher trying to make use of information shared by online services? | Confidential? – Y / N |

| Question | Your response |
| --- | --- |
| **Question 3**: How might greater access to information for the purpose of research into online safety issues be achieved? | Confidential? – Y / N |
| **Question 3a:** What models, arrangements or frameworks exist for allowing researchers access to sensitive information beyond the online services industry? What are the benefits and risks of those models, and how might they apply to the online services context? | Confidential? – Y / N |
| **Question 3b:** Are there any models or arrangements that exist in the online services industry already that might provide increased access to information for research purposes if applied more generally across the industry? If so, what are these and what are the benefits and disadvantages of these models/arrangements? |  |
| **Question 3c:** What are some possible models for providing researchers with access to relevant information that may not exist or be widely used yet, but which might be implemented by industry? | Confidential? – Y / N |
| **Question 3d**: What are the advantages and disadvantages of this approach?   * These may include elements pertaining to financial, legal, security, technical or feasibility issues | Confidential? – Y / N |
| **Question 3e:** What role could third party organisations, such as regulatory bodies, civil society or public sector organisations have in facilitating researcher access to online safety information? | Confidential? – Y / N |
| **Question 3f:** What could these third-party models look like, and what are some of the benefits and challenges associated with this approach? | Confidential? – Y / N |
| **Question 3e:** What categories of information should online service providers give researchers access for the study of online safety matters? Why would this information be valuable for the study of online safety matters? | Confidential? – Y / N |