

Freedom of Information: Right to know request

Thank you for your request for information on complaints about the requirement for users to register on BBC iPlayer.

Your request was received on 10 August 2017 and I am dealing with it under the terms of the Freedom of Information Act 2000 (“the Act”).

You requested the following information:

- The number of complaints, if any, received by Ofcom regarding the BBC's decision to enforce user registration on BBC iPlayer; and
- electronic copies of any complaints.

I should clarify from the outset that while Ofcom can consider a range of issues related to editorial standards in the BBC's programming, as set out in our procedures [here](#), the specific methodology for users accessing the BBC's on demand services via the BBC iPlayer would fall outside our remit.

Ofcom has received two complaints from viewers objecting to having to register to use the BBC iPlayer.

With regards to providing electronic copies of these complaints, these include the complainants' personal details which fall under the exemption section 40 of the Act, which relates to personal information and which provides that such information is exempt for the purposes of the Act.

Section 40 is an absolute exemption under the Act and does not require a public interest test.

While we are unable to provide full details of the complaints, we have summarised the complaint issue for each complaint below:

- The complainant does not want the BBC to collect personal data and worries that it could be sold or passed on to a third party.
- The complainant objected to a compulsory sign in on iPlayer and the collection of personal data around this. They also considered that They also state that programmes should be unrestricted: "This guarantees that compulsory sign in effectively restricting access for anyone who wishes to keep their private data private, and therefore at odds with the BBC's own mission statement to ensure “a wide range of high-quality programmes can be made available, unrestricted, to everyone”.

Timing

If you wish to exercise your right to an internal review you should contact us within two months of the date of this letter. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information

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Riverside House
2a Southwark Bridge Road
London SE1 9HA

Switchboard: +44 (0)20 7981 3000
or +44 (0)300 123 3000

www.ofcom.org.uk

Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF