

Reference: 2024693

Information Requests
information.requests@ofcom.org.uk

21 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about illegal harms documents and correspondence from three organisations.

We received this request on 23 June 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

On 16 December 2024, Ofcom published 'Protecting people from illegal harms online', which included the publication of the 'Register of Risks' and 'Illegal Content Judgements Guidance'.

Please can you provide all correspondence and documents sent to Ofcom by the following three organisations prior to 16 December 2024 regarding the development of guidance in 'Protecting people from illegal harms online' relating to 'adult service websites':

1. *National Police Chiefs' Council*
2. *Vivastreet*
3. *Adultwork*

Our response

We hold some information in relation to Vivastreet within the scope of your request, which is published on our website via the below links:

1. [Vivastreet](#)
2. [Volume 3 Transparency, trust and other guidance](#) (pp.54, 62, 97)
3. [Annex 1- Further stakeholder responses](#) (p.22)

We consider that further information held in the scope of your request regarding Vivastreet, which is not publicly available, is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 (“the Communications Act”) from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of

which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

We do not hold information from the National Police Chiefs' Council or Adultwork within the scope of your request.

We 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](#).