

Reference: 1996634

Information Requests
information.requests@ofcom.org.uk

10 June 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Online Safety Enforcement Actions.

We received this request on 13 May 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

Please could I request the following information under the Freedom of Information Act.

Please provide:

1) The number of investigations that have been opened into online services, since the enactment of the Online Safety Act.

As of 20 May 2025, five investigations have been opened, the details of which are published on our website:

- [Investigation into Kick Online Entertainment S.A's compliance with illegal content risk assessment duties - Ofcom](#)
- [Investigation into Kick Online Entertainment S.A's compliance with a statutory information request - Ofcom](#)
- [Investigation into whether Score Internet Group LLC has failed to comply the Online Safety Act 2023 - Ofcom](#)
- [Investigation whether Itai Tech Ltd has failed to comply with the Online Safety Act 2023 - Ofcom](#)
- [Investigation into an online suicide discussion forum and its compliance with duties to protect its users from illegal content - Ofcom](#)

2) How many of the investigations under (1) resulted in a provisional notice of contravention being issued.

All five investigations which have been opened are still ongoing, and so we do not yet hold information regarding the results of any investigations. When our investigations are completed, the outcomes will be published on our website.

3) How many of the cases under (2) then had confirmation decisions issued

As above, all cases opened are still ongoing.

4) How many of the cases in (4) had fines issued.

As above, all cases opened are still ongoing.

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](#).