

Reference: 01981154

Information Requests
information.requests@ofcom.org.uk

7 May 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information about the full dataset 'loudcasting' survey.

We received this request on 4 April 2025 and we have considered your request under the Freedom of Information Act 2000 ('FOI Act').

Your request

Your article "Are you a 'loudcaster'? The UK's headphone-free listening habits revealed" from October 2022 includes a selection of statistics from a survey about headphone use in public places – but only a selection. As this continues to be a fraught topic and nobody else has done a survey this extensive, I would like to request that you publish the full data set from the survey.

Our response

Please see the datasets which we have now published via the following link, including the questions asked: [Loudcasting survey](#). Please note, that some information relating to the platforms has been withheld under Section 44 of the FOI Act.

Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business (such as individual telecoms companies) that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

I 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](#).