

Reference: 02126285

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

2 February 2026

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Grok AI on Twitter/X.

We received this request on 5 January 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

### Your request & our response

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*Please release all records relating to Grok (xAI) and X (aka Twitter) and their compliance with the Online Safety Act 2023 and/or Sex Offences Act from December 1st 2025.*

*This includes minutes of meetings, correspondence to and from the company, complaints made and any reports, files or records relating to their compliance status.*

Please note that we do not directly regulate compliance with the Sexual Offences Act, but do have duties to ensure that online platforms we regulate address content that may breach various UK legislation, including the Sexual Offences Act.

We can confirm that we do hold information falling within the scope of your request. However, we are unable to provide this information as we consider that disclosure of this information is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time.

In order to satisfy your request and consider providing the required information, we have found that approximately 20 colleagues across 7 different areas of our work would need to review emails, internal correspondence and any internal documents they may hold. We have estimated that this initial information gathering in itself would take a minimum of 1 hour per person. We would then need to extract the relevant information and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit of complying with a request.

You may wish to narrow a request to specific types of information, for example if the request were limited to communications between Ofcom and X/X AI, minutes of meetings between Ofcom and X/X AI, or external complaints received about X/X AI. However, should you decide to make a further

request for information, please note that the aforementioned appropriate limit and/or other exemptions under the FOI Act may apply.

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](mailto: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](#).