

Reference: 02130967

Information Requests
information.requests@ofcom.org.uk

28 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Communications Between Ofcom and X/xAI Regarding Grok's Image Generation Features.

We received your original request on 15 January 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Please provide copies of all internal communications, including but not limited to emails, memos, meeting minutes, notes, reports, and any other correspondence or documentation, between Ofcom and representatives of X (formerly Twitter) or xAI, from January 1, 2026, to January 15, 2026. This request specifically pertains to discussions, inquiries, or exchanges regarding the Grok AI chatbot's image generation features, including any references to sexualised imagery, compliance with the Online Safety Act, or related regulatory matters.

On 20 January 2026 you clarified your request:

I am seeking information regarding all internal communications between Ofcom and all communications between Ofcom and X or xAI, regarding the Grok AI chatbot's image generation features, including any references to sexualised imagery, compliance with the Online Safety Act, or related regulatory matters for the requested time period.

Our response

In response to the information requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates 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, and is, for Ofcom, £450, which is equivalent to 18 hours. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, 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.

In order to satisfy your request and provide the required information, we would need to collate and review information from a minimum of 25 colleagues. We have carried out preliminary searches which have determined that this will take an estimate of one hour per person, therefore taking us beyond the 18-hour limit of complying with this request.

You may wish to consider submitting a narrower, more focused request, for example, a narrower topic or a smaller timeframe. We would then consider this under the FOI Act. However, should you decide to make a further request for information, please note that the aforementioned appropriate limit and/or other exemptions 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) 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](#).