

Reference: 02129605

Information Requests
information.requests@ofcom.org.uk

27 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information about X's response to Ofcom's enquiries.

We received this request on 13 January 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

The information I require relates to the use of Grok for the creation of sexualized images and Ofcom's initial inquiries about this. In particular, I am requesting:

Please may you provide me with X's response to Ofcom's initial urgent contact with the technology company. As Ofcom has noted, the company X responded to Ofcom's initial inquiry on Friday February 9. It is this response that I am seeking (and no correspondence since that took place).

Our response

As referenced in your request, Ofcom has opened an investigation to establish whether X has failed to comply with its legal obligations under the Online Safety Act. We confirmed that we wrote to X on 5 January 2026 for it to explain what steps it has taken to comply with its duties to protect its users in the UK. Information regarding our investigation can be found here: [Ofcom launches investigation into X over Grok sexualised imagery](#).

We can confirm that X did respond to Ofcom's urgent enquires by the deadline of 9 January.

However, we are unable to disclose this response as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if doing so 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 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.

Yours sincerely,

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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](#).