

Reference: 02128360

Information Requests
information.requests@ofcom.org.uk

20 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information about YouTube's compliance with the Online Safety Act.

We received this request on 9 January 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Please could I request copies of, or a summary of, all the information you hold in relation to YouTube's compliance or otherwise with the Online Safety Act.

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.

Your request is broad and in order to satisfy your request and provide the required information, we would need to identify and review all documents, emails and attachments held by Ofcom since our regulation of YouTube started in 2020. This spans a number of colleagues and teams. 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 consider submitting a narrower, more focused request, for example, a specific topic or a much smaller timeframe which we would consider under the FOI Act. However, should you 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](#).