

Reference: 02197391

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

9 June 2026

## Freedom of Information request: Right to know request

Thank you for your request for information concerning fines issued to social media and online providers. We received this request on 11 May 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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*I am writing to make a request for information under the Freedom of Information Act 2000 regarding financial penalties issued by Ofcom to social media and online service providers.*

*Please can you provide information for the last 5 calendar years from 2020 to YTD.*

#### *List of Fines Issued*

*A list of all financial penalties issued to providers of "regulated services" for breaches of their safety duties, transparency duties, or information-gathering requirements.*

*Company Details: For each penalty, please provide:*

*The name of the company/legal entity.*

*The specific breach for which the fine was issued (e.g., failure to implement age assurance, failure to conduct risk assessments).*

*The initial amount of the fine levied.*

Ofcom publishes a list of financial penalties issued here: [Other financial reporting](#).

Fine information can also be found in our [Enforcement Bulletin](#).

The other information you have requested is exempt from disclosure under section 44(1) 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 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 in relation to the Online Safety Act, unless that business consents or one of the statutory gateways under section 393(2) of the 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.

Any further updates, including if we were to conclude an investigation and impose any additional penalties, will be published to our enforcement bulletin. You can also [subscribe to email updates](#) for the areas/sectors you are interested in.

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](#).