

Reference: 02170526

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

31 March 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about Meta corporate entities corresponding with Ofcom.

We received this request on 5 March 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 provide the following information regarding Ofcom's communications with Meta in relation to online platform regulation, including matters relating to Facebook or Instagram.*

- 1. Which corporate entities within the Meta group Ofcom has corresponded with since 1 January 2023 (for example Meta Platforms, Inc., Meta Platforms Ireland Ltd, Meta Platforms Technologies UK Ltd).*
- 2. Whether Ofcom has corresponded directly with employees or representatives of Meta Platforms Technologies UK Ltd regarding online safety, platform regulation, or related compliance matters.*
- 3. The role or department of the individuals responding on behalf of Meta (for example public policy, legal, regulatory affairs), without disclosing personal names if exempt.*
- 4. Any documentation indicating which Meta entity Ofcom considers the primary UK regulatory contact for Facebook or Instagram services.*

### Our response

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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 examine the emails of a large number of staff spanning an estimated minimum of seven teams within Ofcom. As an example, in one team alone there would be an estimated 300 emails per staff member, which would increase to the thousands when combined. 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 much smaller timeframe or asking whether contact has been made with identified Meta teams. 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](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](#).