

1 April 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about communications with Gen AI companies.

We received this request on 4 March 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

### Your request and our response

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#### **Definitions**

*In the request below:*

- "Gen AI" refers to generative artificial intelligence;
- "Gen AI Companies" refers to companies operating systems/models which generate text, images, videos and/or sound using Gen AI, including large-language models, including but not limited to OpenAI, Meta, Anthropic, Google, X, Microsoft and others.
- "Gen AI Models" refers to systems/models which generate text, images, videos and/or sound using Gen AI, including large-language models;
- "Requests" refers to requests/communications that Ofcom has made to Gen AI Companies under the following categories ("Request Categories"):
  - o To obtain prompts that users enter into Gen AI Models, including both individual prompts that users enter and data about prompts showing aggregate trends and themes;
  - o To obtain the information which Gen AI Models provide to users in response to the latter's prompts;
  - o For Gen AI Models to produce specific information, including text, images, audio and videos; and
  - o For Gen AI Models not to produce specific information, including text, images, audio and videos.

*Please provide the following in an email or, for existing documents, electronic copies:*

#### *Policy*

1. Confirm if Ofcom has a policy for making Requests to Gen AI Companies.
2. If the answer to question 1 is yes, please provide the policy (or a summary of it).
3. What were the legal bases for establishing the policy and making requests pursuant to it?

#### *Data on Gen AI Companies Overall*

4. How many Requests did Ofcom issue to Gen AI Companies overall from 1 January 2024 to 31 December 2025? Please break the numbers down by year.
5. Of the Requests that Ofcom issued to Gen AI Companies overall from 1 January 2024 to 31 December 2025, how many were complied with? Please break the numbers down by year.

#### *Data on each Gen AI Company*

6. How many Requests did Ofcom issue to each Gen AI Company from 1 January 2024 to 31 December 2025? Please break the numbers down by year and company.
7. Of the Requests that Ofcom issued to Gen AI Companies from 1 January 2024 to 31 December

2025, how many were complied with by each Gen AI Company? Please break the numbers down by year and company.

*Data on each Request Category*

8. How many Requests did Ofcom issue to Gen AI Companies overall under each Request Category, from 1 January 2024 to 31 December 2025? Please break the numbers down by year and Request Category. If the data held by Ofcom is organized differently from the Request Categories, please provide the categorization used and break down data accordingly.

9. Of the Requests that Ofcom issued to Gen AI Companies overall from 1 January 2024 to 31 December 2025, how many were complied with under each Request Category? Please break the numbers down by year and Request Category. If the data held by Ofcom is organized differently from the Request Categories, please provide the categorization used and break down data accordingly.

*Examples of Requests and Responses*

10. Examples of Requests issued to Gen AI Companies from 1 January 2024 to 31 December 2025 which were complied with.

11. Examples of responses from Gen AI Companies indicating compliance with Requests issued from 1 January 2024 to 31 December 2025.

12. Examples of Requests issued to Gen AI Companies from 1 January 2024 to 31 December 2025 which were not complied with.

13. Examples of responses from Gen AI Companies indicating non-compliance with Requests issued from 1 January 2024 to 31 December 2025.

*In the event that Ofcom's decision is not to provide all of the information in the above request, please indicate against each question concerned, whether this is because the information is not held by Ofcom or a third party on its behalf, or because it is considered by Ofcom to be exempt from disclosure and if so, indicate the specific exemption relied on.*

We note that your request covers all "requests/communications", and this will broadly include any meetings, emails, statutory information requests, risk assessments etc and given the subject matter of the request, this information could be held by a number of people in different teams across Ofcom including policy and tech teams. Additionally, your request does not limit the specific companies that the information would relate to and we have met with several companies that might fall in scope of your definition of Gen AI Companies.

Therefore, in order to satisfy your request and provide the information you have requested, a number of colleagues across various teams within Ofcom would be required to consider a large volume of information, relating to a number of companies, and spanning a 2-year period. We would need to locate possible documents in scope, consider each document to determine whether information is indeed in scope and extract it where applicable.

Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate 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 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, 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, which equates to 18 hours of time. In light of the work required to satisfy your request, we have determined that this would take us beyond the 18-hour limit.

You may wish to consider submitting a narrower, more focused request, for example, engagement with a specific organisation over a shorter 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 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](#).