

Reference: 02282300

Information Requests
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6 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom and Apple age assurance.

We received this request on 10 September 2026 along with the additional information that you provided to the Chief Executive's office on the same date. We have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

In response to a March 2026 news<<https://9to5mac.com/2026/03/25/uk-regulator-ofcom-welcomes-apple-age-verification-in-ios-26-4/>> item from Engadget, OFCOM advised, "We've worked closely with Apple and other services to ensure they can be applied in a variety of contexts in order to ensure users are protected."

*In the House of Commons on the 8 September 2026,
<<https://hansard.parliament.uk/search/MemberContributions?house=Commons&memberId=4082>>*

*The Secretary of State for Digital, Culture, Media and Sport,
<<https://hansard.parliament.uk/search/MemberContributions?house=Commons&memberId=4082>>*

Lisa

Nandy<<https://hansard.parliament.uk/search/MemberContributions?house=Commons&memberId=4082>>

, referred to "Apple's roll-out earlier this year of operating system-level age assurance."

It appears that based on engagement with OFCOM and DCMS, Apple implemented age assurance at the operating system level. I should like to request:

- 1. A copy of any guidance provided to Apple regarding the application of the OSA and Apple's obligation to implement age assurance.*
- 2. A copy of OFCOM's legal advice (internal or external) regarding the implementation of age assurance at the operating system level by Apple or Google.*
- 3. A copy of any human rights impact assessment or other assessment carried by OFCOM or on behalf of OFCOM that considered and addressed risks to human rights impacted by Apple's age assurance and OFCOM's approach in this instance.*
- 4. A copy of correspondence between OFCOM and APPLE on compliance with the OSA and age assurance, between June 2025 and June 2026.*

You also provided additional questions to the Chief Executive's office:

I should like to ask OFCOM if it could confirm the precise section of the OSA that imposes an obligation on Apple to introduce blanket age assurance measures for all UK users, irrespective of whether a user seeks to access age restricted content, and in particular at the operating system level. I note during a parliamentary online safety debate yesterday, that Lisa Nandy referred to “Apple’s roll-out earlier this year of operating system-level age assurance.”

<https://hansard.parliament.uk/commons/2026-09-08/debates/30B4AD07-8ACF-462B-A262-B98157506439/OnlineSafety> So again, could I please ask if someone could please confirm the legal basis relied on under the OSA for Apple’s age assurance.

In response to a news item from Engadget, OFCOM advised, “We’ve worked closely with Apple and other services to ensure they can be applied in a variety of contexts in order to ensure users are protected.” I should be grateful if someone could please clarify what is meant by “we’ve worked closely with Apple” and provide details of the legal advice/ assessment of OFCOM that determined APPLE is legally obliged to implement age assurance at the operating system level and that also required Apple to restrict access to content for ALL UK users unless those users confirmed their age.

I should also look to ask for a copy of any human rights impact assessment or other assessment that considered and addressed risks to human rights impacted by Apple’s age assurance and OFCOMs approach in this instance.

Our response

In response to your original questions:

1. Please refer to our publicly available document [Guidance on highly effective age assurance. This guidance was produced to assist providers of regulated user-to-user and search services in implementing highly effective age assurance in accordance with their duties under the Online Safety Act 2023 \(“the OSA”\).](#)
2. We can confirm that we do not hold information in scope of this request.
3. We can confirm that we do not hold information in scope of this request. It may be helpful to note that Ofcom conducts impact assessments to assess the potential impact of our policy decisions and explain our decision-making processes.
4. We can confirm that we do not hold information in scope of this request.

In response to your additional questions, sent to the Chief Executive’s office, the relevant section of the OSA which deals with the safety duties protecting children is section 12 within Part 3. The onus is on providers to determine whether they should deploy proportionate measures and/or systems and processes within their service to mitigate and manage the risk of harm to children. Please find further published information that explains this further here: [Statement: Age Assurance and Children’s Access](#) and [Statement: Protecting children from harms online](#)

Please refer to our response above at question 2 regarding the legal advice and question 3 regarding a human rights impact assessment. In addition, our age assurance policy decisions, and the corresponding Human Rights considerations and Equality Impact Assessments, are set out in the two policy statements listed above.

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 Commission](#).