

Reference: 02295840

Information Requests
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30 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning the use of AI at Ofcom.

We received this request on 5 October 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

We note we received a Freedom of Information request from your organisation on 17 March 2025, which we responded to on 14 April 2025, and which contained several of the same questions. A copy of that response is published [here](#).

Your request & our response

1. Are staff within your regulatory body under a general instruction to use AI or Generative AI tools to assist your work?

Staff are not under a general instruction/obligation to use AI or Generative AI tools but such tools are available.

2. Is your regulatory body currently using AI tools or Generative AI tools to assist your work?

Yes, both.

3. Is your regulatory body using AI to assist you in selecting targets for investigations or other compliance work?

Ofcom does not use AI tools to decide on opening investigations or other compliance work.

4. For each of the last two years, how many investigations or other compliance actions were identified or targeted, wholly or in part, using AI? Please categorise these by whatever intended categorisation you use internally.

Not applicable – see above.

5. Does your regulatory body use AI or Generative AI tools as part of its recruitment processes?

We do not use AI in any way to screen or assess candidate applications or for shortlisting, nor do we use it within our interview processes for shortlisted candidates. This is all human led.

The only related area where we use AI is for bolstering our job advertising reach. This has no impact on how we determine who is suitable for a role.

6. Does your regulatory body have an AI strategy?

Ofcom set out its strategic approach to AI in our '[Strategic Approach to AI 2026-2027](#)' report. The report sets out how we apply our broadly technology-neutral, outcomes-based regulatory principles to AI.

The approach also covers our internal adoption of AI, where our programme of work is focused on developing AI capabilities and priority use cases, establishing appropriate governance and standards, and building AI literacy and capability across Ofcom.

We also collaborate with the CMA, the ICO and the FCA on AI issues through our membership of the Digital Regulation Cooperation Forum (DRCF). The DRCF's Workplan 2026-27 – available [here](#) – sets out its current approach to AI.

7. If your regulatory body does not have an AI strategy, is it planning to have an AI strategy?

Not applicable – please refer to the answer under question 6.

Yours sincerely,

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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](#).