

Reference: 02261471

Information Requests
information.requests@ofcom.org.uk

15 September 2026

Freedom of Information request: Right to know request

Thank you for your request for information about meetings and engagements with techUK and CCIA.

We received this request on 17 August 2026 and we have considered it under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Under the Freedom of Information Act 2000, I would like to request information concerning meetings and other direct engagements between Ofcom and the organisations and individuals listed below.

The period covered by this request is 1 January 2022 to the date of this request.

Organisations

techUK

Computer & Communications Industry Association (CCIA), including CCIA Europe

Individuals

Matthew Sinclair

Charlotte Holloway.

For each meeting, call, videoconference, roundtable, briefing, workshop, working-group meeting, stakeholder meeting or other direct engagement involving any of the individuals above, or any employee, officer or representative acting on behalf of techUK or CCIA, please provide:

The date of the engagement;

The names and organisations of external attendees, where recorded;

The names and job titles of Ofcom attendees, subject to any appropriate personal-data redactions;

The recorded subject, purpose or title of the engagement;

Any agenda, calendar invitation, meeting invitation or equivalent record identifying the engagement.

For the avoidance of doubt, this request includes engagements concerning the Online Safety Act and its implementation, online safety regulation, illegal harms, protection of children, age assurance/verification, content moderation, transparency reporting, information-gathering powers and digital regulation, but it is not limited to engagements concerning those subjects.

I am seeking information already held by Ofcom and am not asking Ofcom to create new information, conduct research or provide an analysis of its records. Where a single engagement

involved more than one of the organisations or individuals listed above, it need only be identified once. I am not seeking general newsletters, mass communications, formal consultation responses already publicly available on Ofcom's website, or correspondence unrelated to a meeting or direct engagement.

If the scope of this request would exceed the appropriate cost limit, I would be grateful if Ofcom could provide advice and assistance under Section 16 of the Freedom of Information Act as to how the request could best be narrowed before refusing it in full, including whether narrowing the period or separating the two organisations would enable disclosure.

If any information is withheld, please identify the exemption relied upon and provide all reasonably segregable information that can be disclosed.

Our response

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.

Ofcom regularly engages with external organisations across all areas of our regulation, including techUK and CCIA. Your request asks for information about contacts between Ofcom and these organisations, including two named individuals, regarding the Online Safety Act 2023 and related matters, but is explicitly "not limited to engagements concerning those subjects". TechUK and CCIA work across a range of areas beyond online safety that are relevant to Ofcom's activities, including telecoms, network resilience and competition, and the request covers a period of more than four and a half years, so is therefore very broad in nature.

In order to satisfy your request and provide the required information, we would need to ask a large number of staff across different groups and directorates at Ofcom to carry out manual searches of their emails, calendars and other saved documents covering the specified period of more than four and a half years. We would then need to manually extract and review the information, including any agendas, minutes and briefing notes, and assess and identify any information relevant to your request, and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit for complying with a request.

You may wish to consider submitting a narrower, more specific request, including for example narrowing your request to engagements concerning a much more specific area of Ofcom's work and a much shorter timeframe, and we would consider this under the FOI Act. Should you decide to make a further request for information, please note 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) 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](#).