



GPA Global Privacy and Data Protection Awards 2024

Entry Form

To submit an entry to the GPA Global Privacy and Data Protection Awards please complete and email this form to secretariat@globalprivacyassembly.org **no later than 17 June 2024**.

Note: GPA member authorities can submit as many entries as they wish, but a separate form should be used for each different entry, submitted by the deadline above.

Languages: The GPA documentation Rule 6.2¹ applies.

1. CONTACT DETAILS FOR THIS ENTRY

Privacy/Data Protection Authority:	Information Commissioner's Office
Person completing this form:	Lorna Christie
	<i>First name</i> <i>Last name</i>
Job title:	Principal Policy Adviser – Online Safety
Email address:	Lorna.christie@ico.org.uk

2. ELIGIBILITY

By submitting this entry, I confirm that (*please tick all boxes to confirm*):

- The Authority is a member of the Global Privacy Assembly
- The initiative described in this entry was undertaken since January 2022.
- I am aware that the information in the entry (other than the contact details in 1(a) above) will be publicised by the GPA Secretariat.

3. CATEGORIES

Please indicate which category you wish to enter.

*Please tick **one**; please use a separate form for each category you wish to enter:*

- Education and Public Awareness
- Accountability
- Dispute Resolution and Enforcement
- Innovation
- People's Choice

¹ [GPA Rules and Procedures](#), Rule 6.2 'Assembly documents':

Without prejudice to section 4.2, Assembly documents, including accreditation and observer applications may be submitted in English or in another language. In the latter case, the documents shall be accompanied by an English version. Members with the ability and the resources to do so are encouraged to translate proposed resolutions and other Assembly documents such as the Assembly Rules and Procedures.

4. DESCRIPTION OF THE INITIATIVE

a. Please provide a brief summary of the initiative (no more than 75 words)

The UK ICO has developed and published regulatory guidance on content moderation to support services that use and develop content moderation tools to comply with data protection law.

The guidance is aimed at services utilising content moderation to meet their obligations under the UK's new Online Safety Act 2023, developed in close collaboration with Ofcom, the UK's online safety regulator. A leading cross-regulatory approach to the intersection between the online safety and data protection regimes.

b. Please provide a full description of the initiative (no more than 350 words)

Protecting people online has been high on the policy agenda for many countries worldwide in recent years, with governments across the world enacting legislation to tackle illegal harms and protect children. The UK is a front-runner in this space, with the 2023 Online Safety Act setting out new legal duties for online services to keep users safe. Similarly, the Australian Online Safety Act 2021 provides safeguards against certain types of online abuse, and in the EU the Digital Services Act updates rules for digital services to prevent illegal and harmful activities online.

These developments have raised new questions about how online safety requirements interact with privacy legislation, and what this means in practice for organisations that use people's data to implement online safety systems. It is important that companies design and deploy their safety measures with both privacy and safety in mind.

The ICO's guidance on content moderation and data protection addresses complex and novel questions in this space. It provides online services with practical advice to help them comply with the UK GDPR and the Data Protection Act 2018 (DPA 2018) when developing and deploying content moderation tools. It is aimed at supporting services in scope of the UK's new Online Safety Act, and provides clarity on areas of intersection between the online safety and data protection regimes.

This work is one of the first pieces of guidance that explains the interactions between data protection and content moderation. It was produced in close collaboration with Ofcom, the UK's online safety regulator. It represents a forward-thinking and collaborative approach to data protection regulation that has been successful in providing clarity for organisations as they work on implementing innovative tools to moderate content on their services.

The guidance was underpinned by an extensive programme of stakeholder engagement to understand how content moderation is used in practice and the data protection challenges services face when deploying content moderation processes. This included an open call for views alongside direct engagement with over 20 online services and trade associations across different sectors of the digital economy.

c. Please explain why you think the initiative deserves to be recognised by an award (no more than 200 words)

The ICO guidance on content moderation deserves to be recognised by the GPA award for the following reasons:

- Firstly, the unique innovation of this work is that it provides clarity for organisations in a cutting-edge technological area that spans across different regulatory regimes. It is one of the first products of its kind, providing guidance on complex areas of intersection between the data protection and online safety regimes in the UK. Feedback on the guidance shows that services have found it to be helpful, clear and pragmatic, with some services using the guidance to review and strengthen their data protection compliance. Services told us that our case study examples were especially helpful.
- Secondly, the guidance is a proactive and timely intervention, published at the beginning of the UK online safety regime enactment. It will provide greater regulatory certainty and confidence to organisations in the UK's growing safety tech sector, encouraging investment and fostering an environment for services to develop innovative solutions to keep users safe online.
- Finally, the guidance was underpinned by excellent cross-regulatory collaboration with Ofcom, the UK's online safety regulator. We have worked with Ofcom to proactively address key areas of uncertainty and ensure coherence between regulatory regimes.

d. Please include a photograph or image, if you wish (*This will be published with your entry on the GPA website. The image can be pasted into the box below, be sent as an attachment or a link may be provided*)

e. Please provide the most relevant link on the authority's website to the initiative, if applicable (*The website content does not need to be in English*)

ICO guidance on content moderation and data protection:
<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/online-safety-and-data-protection/content-moderation-and-data-protection/>

f. Please provide any other relevant links that help explain the initiative or its impact or success (*e.g. links to news reports or articles*):

The guidance has received publicity in various privacy and data protection news outlets and blogs, including:

- Thomson Reuters Practical Law, [ICO publishes content moderation guidance](#), February 2024.
- Pinsent Masons Out-Law News, [ICO guide addresses Online Safety Act and GDPR cross-over](#), February 2024.
- Lewis Silkin, [ICO publishes new guidance on content moderation obligations](#), March 2024
- Inside Global Tech, [ICO Releases Guidance on Content Moderation and Data Protection](#), March 2024
- Reynolds Porter Chamberlain - Snapshot, [New ICO guidance on content moderation and data compliance](#), April 2024