

**From:** [REDACTED] - UKRI  
**To:** [REDACTED] - UKRI; [REDACTED] - UKRI; [REDACTED] - UKRI  
**Subject:** Re: Minor modification  
**Date:** 29 March 2022 10:08:12

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Hi [REDACTED],

[REDACTED]

[REDACTED]

Best,

[REDACTED]

[REDACTED]

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**From:** [REDACTED] - UKRI [REDACTED]  
**Sent:** Tuesday, March 29, 2022 9:56:37 AM  
**To:** [REDACTED] - UKRI [REDACTED] >; [REDACTED] - UKRI  
[REDACTED] >; [REDACTED] - UKRI [REDACTED]  
**Subject:** RE: Minor modification

Hi [REDACTED],

I agree, I don't have any comments on the content. [REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] - UKRI [REDACTED] >  
**Sent:** 29 March 2022 09:46  
**To:** [REDACTED] - UKRI [REDACTED] >; [REDACTED] - UKRI  
[REDACTED]; [REDACTED] - UKRI [REDACTED]  
**Subject:** FW: Minor modification

Morning all,

I don't think it's our place to comment on this – [REDACTED]

[REDACTED]

Many thanks,

[REDACTED]

[REDACTED]

UK Research and Innovation

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From: [REDACTED] [REDACTED] <[REDACTED]@interfolio.com>

Sent: 29 March 2022 09:36

To: [REDACTED] - UKRI [REDACTED]

Cc: [REDACTED] <[REDACTED]@interfolio.com>; [REDACTED] UKRI

[REDACTED] >; [REDACTED] UKRI [REDACTED]

Subject: Minor modification

Morning [REDACTED]

Our legal counsel has reviewed our draft statement and advised we modify one piece of the text as follows:

[REDACTED]

[REDACTED]

[REDACTED]

Many thanks and best wishes

[REDACTED]

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[REDACTED]  
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**From:** [REDACTED] - UKRI  
**To:** [REDACTED]  
**Subject:** RE: Update on last week's event  
**Date:** 05 April 2022 17:05:00  
**Attachments:** [image001.png](#)  
[image002.png](#)

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11am on Friday is fine.

Thanks,

[REDACTED]

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**From:** [REDACTED] [REDACTED]@interfolio.com>

**Sent:** 05 April 2022 17:01

**To:** [REDACTED] - UKRI [REDACTED]

**Cc:** [REDACTED] [REDACTED]@interfolio.com>; [REDACTED] - UKRI

[REDACTED]; [REDACTED] - UKRI [REDACTED]; [REDACTED]

[REDACTED] - UKRI [REDACTED]>; [REDACTED] UKRI

[REDACTED]; [REDACTED] - UKRI [REDACTED]; [REDACTED] -

UKRI [REDACTED]>

**Subject:** Re: Update on last week's event

Dear [REDACTED]

How about Friday 11am? I will send an invitation shortly.

Best wishes

[REDACTED]

On Tue, 5 Apr 2022 at 16:58, [REDACTED] - UKRI [REDACTED] > wrote:

Dear [REDACTED],

[REDACTED], who heads Information Rights Requests should also be present. I'm in a workshop Thursday afternoon. [REDACTED] and I are available at the following times on Friday – 10:30-12:00 and 13:30-14:00. Are any of these times convenient?

Best,

[REDACTED]

[REDACTED]

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**From:** [REDACTED] [REDACTED]@interfolio.com>

**Sent:** 05 April 2022 16:33

**To:** [REDACTED] - UKRI [REDACTED]

**Cc:** [REDACTED] [REDACTED]@interfolio.com>; [REDACTED] - UKRI

[REDACTED]>; [REDACTED] - UKRI [REDACTED];

[REDACTED] - UKRI [REDACTED] >; [REDACTED] UKRI

**Subject:** Re: Update on last week's event [REDACTED] - [REDACTED] UKRI [REDACTED]

Dear [REDACTED]

I think we can chat about this when we speak regarding the data. We should have that all ready for close of business tomorrow. As such can we all find time to get together on Thursday afternoon, any time after 2:30pm? I know [REDACTED] is out but hopefully [REDACTED] can join.

Best wishes

On Fri, 1 Apr 2022 at 09:27, [REDACTED] - UKRI [REDACTED] > wrote:

Dear [REDACTED],

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Best,

[REDACTED]

[REDACTED]  
[REDACTED]

UK Research and Innovation

[REDACTED]  
[REDACTED]



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**From:** [REDACTED] - UKRI [REDACTED] >

**Sent:** 29 March 2022 17:43

**To:** [REDACTED] [REDACTED] @interfolio.com>; [REDACTED] - UKRI

[REDACTED]; [REDACTED] UKRI [REDACTED] >

**Cc:** [REDACTED] [REDACTED] @interfolio.com>; [REDACTED] - UKRI

[REDACTED]; [REDACTED] - UKRI [REDACTED] >; [REDACTED]

[REDACTED] - UKRI [REDACTED] >; [REDACTED] UKRI [REDACTED]

[REDACTED] - UKRI [REDACTED]

**Subject:** RE: Update on last week's event

Hi [REDACTED]

To clarify, have you already sent the message below and when you say it is just to your customers/clients does this mean other funders [REDACTED] etc) and those who pay you for the Researchfish service? I wasn't sure if it was a response to those who'd made complaints/requests as well. For info, I had a couple of calls with some funders at the end of last week, we'd started thinking about potentially aligning or refining or even cutting the number of any reminder emails but I haven't followed up on this [REDACTED] can you pick up separately with me? Thanks).

[REDACTED]

We're still looking into things internally, and the initial storm has abated (for now at least) so we weren't going to put anything out publicly this week or until we've something full (and hopefully final) to say. Just checking, **do you have a planned next step incl timing re public statements?**

Kind regards

[REDACTED]

[REDACTED]

[REDACTED] UKRI | [REDACTED] |  
[REDACTED]



[REDACTED]

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**From:** [REDACTED] - UKRI

**Sent:** 29 March 2022 16:05

**To:** [REDACTED] <[REDACTED]@interfolio.com>; [REDACTED] - UKRI

[REDACTED]; [REDACTED] UKRI [REDACTED] >

**Cc:** [REDACTED] <[REDACTED]@interfolio.com>; [REDACTED] - UKRI

[REDACTED] >; [REDACTED] - UKRI [REDACTED] >; [REDACTED]

[REDACTED] UKRI [REDACTED] >; [REDACTED] UKRI [REDACTED];

[REDACTED] - UKRI [REDACTED]

**Subject:** RE: Update on last week's event

Thanks for sharing [REDACTED]. I've copied the other colleagues involved in our investigation and response, and I imagine we'll come back to you shortly re our own plans.

Kind regards

██████████

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**From:** ██████████ ██████████ <██████████@interfolio.com>

**Sent:** 29 March 2022 15:10

**To:** ██████████ - UKRI ██████████ >; ██████████ - UKRI ██████████ >; ██████████ UKRI ██████████

**Cc:** ██████████ ██████████ <██████████@interfolio.com>

**Subject:** Update on last week's event

Dear ██████████

Many thanks for your continued support over the past week. Please see below our response to the events of last week. Please note, we have been advised at this stage not to publish this on our website and to limit the distribution only to those customers with whom we have spoken over the past week.

I'm writing to you in follow up to the events of the past week. It's critical that you hear directly from us regarding what has transpired and what actions we have taken, and will continue to take, in the near and long term. Our relationship with each of our clients is centred around demonstrating, communicating and understanding the meaningful impact of research; we are steadfast in our commitment and remain focused on the ongoing investments made to further this essential work. Continuing a productive dialogue with each of you is key; and, I'm grateful for the support that we have received and look forward to continuing to advance the research community together.

**This is what happened and how we responded.** ██████████ there were two tweets that our staff interpreted as being profane, offensive and/or threatening. We replied according to our then social media practice and regretfully, the response caused many to feel we had overreacted and had responded inappropriately, causing the recipients distress. We saw continued buzz after a subsequent apology, specifically questioning our reputation and our GDPR compliance. We tweeted again reiterating our apology and pointing to [our public statement](#).

**We understand that this matters for several reasons.** Researchfish is a data processor for funders licensing our service. Our job is to build software that gathers and reports on research outputs, outcomes and impacts, and your confidence, and the trust of researchers is essential to the success of the entire community.

Since ██████████, we have responded similarly to six tweets that were profane, offensive and/or threatening in nature, all in accordance with what was our social media practice. Of the six tweets, two contained profanity, four contained threats to employees or our system and more recently, one called for hackers to "take down Researchfish.com." Please take note that we did not respond to posts that were merely critical of Researchfish or the reporting process, but it is clear that with the most recent tweets we overreacted. We

understand why what we said on these six occasions was poorly received. This week, we have reached out to all affected individuals directly where we could (ensuring our actions are in line with GDPR), apologising unreservedly for any distress caused.



**We have taken several steps since the Twitter conversations.** We are recommitting to our partners - funders, research organisations and researchers - that their information and hard work is safe with Researchfish. Social media is a public domain and its users are free to post their perspectives in this open forum. Moving forward, Researchfish will not respond directly to critical or offensive posts. Postings that include profane, offensive, abusive, discriminatory remarks, harassment, threats of violence or similarly inappropriate or unlawful conduct will be handled according to the community guidelines of the social media platform.

**We will more effectively seek feedback on the Researchfish platform.** We will review and improve our engagement with researchers as our main end users, and increase the processes and activities in place to obtain constructive feedback on our product and services. This will enable us to improve and better align these to the research community.

We are committed to rebuilding trust with the community and to that end, we will proactively work with funders and research organisations to address some of the wider issues that have come to light from the Twitter discussion, including topics around researcher burden, communication and use of data

Please let me know if you have any questions, would like further information or to schedule a conversation. We are deeply sorry for the concern this has caused you.

Best wishes



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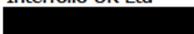
update your address book accordingly. My [researchfish.com](http://researchfish.com) email address will continue to forward on to this address for the time being

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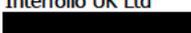
  
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**From:** [REDACTED] - UKRI  
**To:** [REDACTED]  
**Cc:** [REDACTED] - UKRI  
**Subject:** OFFICIAL SENSITIVE Draft statement  
**Date:** 14 April 2022 12:25:01  
**Attachments:** [DRAFT-ResearchFishComms13042022.pdf](#)  
[image003.jpg](#)

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Hi [REDACTED],

As promised, please see attached our draft statement. This has not yet been signed off by the CEO, so may change, but it has been cleared by legal which accounts for some of the small edits since I spoke to you yesterday. [REDACTED]

Hopefully there is nothing too surprising in this. Our intended timing is still to publish the cleared version on Tuesday. Please keep the circulation list small – I don't want ResearchFortnight running it before we have cleared it.

Have a lovely Easter and happy to pick up on Tuesday morning if there is anything we need to address.

[REDACTED]

[REDACTED], UK Research and Innovation  
[REDACTED]

[REDACTED]

Graphical user interface, application Description automatically generated



**From:** [redacted] - UKRI  
**To:** [redacted] - UKRI  
**Cc:** [redacted] - UKRI  
**Subject:** Our statement for today  
**Date:** 19 April 2022 12:50:19  
**Attachments:** [ResearchFishStatement-approved.docx](#)  
[image001.jpg](#)

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Hi [redacted],

Please find attached our statement – we haven't gone live yet on the website, I have the team working on it and will let you know when we do.

Thanks

[redacted]

[redacted], UK Research and Innovation  
[redacted]

[redacted]  
[redacted]

Graphical user interface, application Description automatically generated

