

Office of the Pubs Code Adjudicator
Lower Ground
Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Email: office@pubscodeadjudicator.gov.uk

12 January 2021

Dear [REDACTED]

Thank you for your email received on 22 December 2020 in which you requested information from the office of the Pubs Code Adjudicator (PCA) under the Freedom of Information (FOI) Act 2000 .

The FOI Act entitles you to:

- know whether the information you have requested is held by the PCA; and
- be provided with that information, subject to any exemptions in the FOIA which may apply.

You have requested the following information:

AI (Artificial Intelligence) and Digital Transformation

1a) Do you currently have any AI enabled chatbots engaging with citizens directly? 1b) If not, do you intend to introduce this in the next 12 months? If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is the best person to contact regarding this (Name, Job Title and Email address).

2a) Do you currently have a live webchat to engage with citizens live on your website?

2b) If not, do you intend to introduce this within the next 12 months? If you are looking to introduce a live webchat in the next 12 months, then please advise us on who is the best person to contact regarding this (Name, Job Title and Email address).

The office of the PCA holds information relevant to requests 1a and 2a.

The PCA's website is hosted on the .GOV.UK website and does not have any AI enabled chatbots or live webchats to engage with citizens on our website.

The office of the PCA does not hold information relevant to requests 1b and 2b.

If you do not believe that the office of the PCA has provided an appropriate response to your request, as set out above, you are entitled to ask for an internal review. Internal review Pubs Code enquiries to 0800 528 8080 or enquiries@pubscodeadjudicator.gov.uk
Website: www.gov.uk/pca



Pubs Code Adjudicator

requests should be submitted within two months of the date of receipt of the response to your original request and should be made in writing, quoting the above reference, to office@pubscodeadjudicator.gov.uk or:

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If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

