

FOI Release:

SCC/FOI/08/20/OC

Freedom of Information Request regarding information on AI & Digital Transformation

Published 6 January 2021

Dear [redacted]

Letter by email

I write in response to an email received from you to our office on 22 December 2020 in which you ask for information on AI & Digital Transformation. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Please be aware there is currently no Surveillance Camera Commissioner in post and your request for information is therefore being handled by the Commissioner's team of Home Office staff.

Q1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?

Q1.2. If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)

Our office can confirm to you that firstly, we do not currently have any AI enabled chatbots engaging with Citizens directly, nor do we intend to introduce this in the next 12 months.

Q2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?

Q2.2. If you are looking to introduce live Webchat in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)

Secondly, we do not currently have a live webchat to engage with Citizens live on our website, and again we do not intend to introduce this in the next 12 months.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address

below, quoting reference SCC/FOI/08/20/OC. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

[redacted]

As part of any internal review, our handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.