



# Ministry of Defence Police

Freedom of Information Manager

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Our Ref: eCase: FOI 2021/06066

RFI: 178/21

Date: 30 June 2021

[REDACTED]  
[REDACTED]  
Dear [REDACTED]

## **FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE: APPS AND CHATBOTS.**

We refer to your email dated 8 June 2021 to the Ministry of Defence Police which was acknowledged on the same date.

We are treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA 2000).

In your email you requested the following information:

**What apps or chatbots does your force use to communicate with the public?**

**Can the app/chatbot be considered "smart" (obtaining natural language understanding, natural language generation and machine learning engines)?**

**If you do not make use of "smart" technology, what is your reasoning behind this decision?**

**Are these chatbots/apps used within third party applications or websites, such as Facebook?**

**Which service providers develop, deliver and/or maintain these apps/chatbots?**

**How much has been spent on this app/chatbot since the contract began?**

**What is the duration of the contract and has it been extended?**

**Please share any evaluation, review or report of the use of application or chatbot.**

**Please indicate how these chatbots or apps contribute to public confidence.**

**Please share the most recent force-level (NOT national level) document relating to how the force plans to gain or improve public confidence.**

**Please share any official protocol or guidance for the use of the app or bot.**

A search for information has now been completed by the Ministry of Defence Police and I can confirm that we do not hold information in scope of your request. The Ministry of Defence Police does not use apps or chatbots to communicate with the public.

**Please share the most recent force-level (NOT national level) document relating to how the force plans to gain or improve public confidence.**

In respect of the above question, under Section 22 of the FOI Act - Information intended for future publication, you may find the Ministry of Defence Police Annual Business Plan informative. This is due for publication on the GOV website in the coming weeks.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk).

Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

**MDP Secretariat and Freedom of Information Office**