



Ministry of Defence Police

Freedom of Information Manager

Ministry of Defence Police

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Our Ref: eCase: FOI 2022/04492

RFI: 082/22

Date: 28th April 2022

Dear [REDACTED]

FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE: CHAT BOTS.

We refer to your email dated 5th April 2022 to the Ministry of Defence Police which was acknowledged on 5th April 2022.

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:

Please could you provide any information you hold on the following:

I would like to know the following under the Freedom of Information Act.

- **Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year**
- **Does your organisation use chatbots?**
- **How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?**
- **Are you team given training on the use of chatbots? If so, can you provide details?**

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.

- **Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year**

2019/2020	£6,477,818
2020/2021	£5,965,017
2021/2022	£5,727,852

- **Does your organisation use chatbots?**

No

- **How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?**

0

- **Are you team given training on the use of chatbots? If so, can you provide details?**

N/A

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