

26 April 2023

Case reference IC-221264-S9S5

Request

You asked us:

"Hello, please may I have a copy of the ICO's accountability/governance documentation on the use of Artificial Intelligence, including any policies, risk assessment templates, registers and transparency information."

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

Information not held

We do not hold any information in scope of your request.

The ICO does not use any artificial intelligence ("AI") technology. So, we do not have any internal policies, assessments, guidance or other documentation which relates to the ICO's use of AI.

We have policies which govern how staff use information technology, such as our Acceptable Use Policy, as well as other information management, information security and data protection policies and procedures, however we have nothing specific for the use of AI.

Data Protection Impact Assessments ("DPIA") are carried out internally, but there is no such documented DPIA for any AI technology, for the above reason. Our transparency information is all contained in our privacy notices.

For information, we have a Chatbot contained on our registration page on our website, but it does not use AI. It stores the pre-defined answers in a database which is then retrieved based on the predefined questions. The Chatbot is not capable of answering any questions by itself using any AI technologies. A data protection questionnaire was completed for it by our staff, which effectively functioned as a scaled-down DPIA, to assess any personal data-related risks.

Next steps

You can ask us to review of our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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