

24 August 2023

## **Case Reference IC-252501-H2R2**

### **Your request**

You asked us for the following:

*"Do you use or are planning to use automated decision making? Will this mean jobs are lost?"*

Where your questions satisfy the criteria of a valid information request, we have considered your request under the Freedom of Information Act 2000 (FOIA).

### **Our response**

Having performed reasonable searches of our records, we can confirm that the ICO does not use any automated decision making, nor does it have any plans to implement such, and no jobs are therefore affected.

The ICO does use some automation, though not decision making, with its online chatbox, though this merely provides pre-set answers to pre-set questions from enquirers. No roles have been dissolved as a consequence of this programme.

This concludes our response.

We hope you find this information helpful.