

25 September 2023

IC-254993-L0Q1

Request

We received your request on 29 August. You asked for the following information:

"Has the ICO a) done a DPIA on its own use of generative AI, such as ChatGPT, Google Bard etc? b) a policy on its use?

If either or both of those exist, please could you disclose it/them."

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are probably aware, this legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do not hold any information within the scope of your request.

The ICO does not currently have a policy or DPIA on the use of generative AI.

This is something that the ICO will consider in future, however generative AI is not currently being used as part of the ICO's web product.

The ICO uses a chatbot solution, implemented in 2021 with ICS.AI, to provide automated responses to our customers based upon a pre-defined set of questions and answers, its outputs providing responses to defined links or pages on the ICO's website.

This phase of work has also seen the implementation of an algorithmic tool which was designed to inspect emails sent to the ICO's registration inbox and send out auto-replies in specific cases i.e. changing addresses. The tool has not been

designed to automatically change addresses on the requester's behalf, or to categorise other types of requests sent to the inbox.

Further information can be found here:

<https://www.gov.uk/government/publications/information-commissioners-office-registration-inbox-ai>

These technologies are not considered to fall under the definition of generative AI. The ICO is currently evaluating various potential uses of new and emerging technologies and as we implement these, we will provide updates on our website.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

Your information

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



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