

Official

Ref: FOI-295

Sent via email only: [REDACTED]

07 January 2021

Dear [REDACTED]

1. Thank you for your email of 22 December 2020 in which you requested information from UK Anti-Doping ('UKAD') under the Freedom of Information Act 2000.
2. For ease of reference, your request is repeated below alongside UKAD's response:

1. *Do you currently have any AI enabled chatbots engaging with Citizens directly?* **Response:** No.

If not, do you intend to introduce this in the next 12 months? **Response:** No.

If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address) **Response:** Not applicable.

2. *Do you currently have a live webchat to engage with Citizens live on your website?* **Response:** No.

If not, do you intend to introduce this in the next 12 months? **Response:** No.

If you are looking to introduce live Webchat in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address) **Response:** Not applicable.

Conclusion

3. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two

months of the date of receipt of this response and should be addressed to: Philip Bunt, Chief Operating Officer, UK Anti-Doping, Fleetbank House, 2-6 Salisbury Square, London EC4Y 8AE. Please remember to quote the reference number above in any further communications.

4. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



UK Anti-Doping