| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1922  Responded to: 20th September 2023 |
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Your recent request for information is replicated below, together with our response.

**1)    Does your Constabulary have a Digital Forensics Department?**

Yes, we have a Cybercrime Investigations and Digital Forensics department.

**2)    How are AI systems integrated into the daily operations of the police station? Are they used for crime prevention, investigation, or other purposes?**

At present, no artificial intelligence systems are integrated into the daily operations of Police Scotland police stations. As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

**3)    What plans does the police station have for the future use of AI in their operations, and how do they envision the technology evolving?**

Police Scotland are examining the potential of AI, along with other digital technologies, in order to improve the service we offer the public. Any use of this technology will be undertaken in a secure, transparent and ethical manner. At present there are no plans to utilise any black box technology or implement any automated process that removes human decision-making.

Police Scotland make use of ANPR and retrospective facial matching technology (through the UK-wide Police National Database (PND)). Both technologies and their applications are wide-spread and embedded within UK policing.

**4)    Are there any concerns or reservations about implementing chatbots in the context of policing activities, such as privacy or data security concerns?**

I must conclude that as it does not seek a copy of recorded information, it is not a valid request in terms of Section 8 of the Freedom of Information (Scotland) Act 2002.

By way of explanation, your question is seeking an opinion which is not considered recorded information as per the Act.

By way of some assistance however we can provide the following comment. When implementing new technology, Police Scotland follow appropriate and well established governance around privacy, data security and impact assessments. If, at some future point, the organisation took the decision to implement chatbots in the context of policing activities, this would not be undertaken until all privacy, cyber and information security concerns had been met.

**5)    Are there any specific guidelines or policies governing the use of AI by the police station, and are they publicly available?**

Not at present.

**6)    Is there any ongoing research or evaluation of AI chatbot technology to determine its potential benefits for the police department?**

There is no ongoing research currently on AI chatbot technology.

**7)    Are there any other AI-powered solutions or technologies the department is considering for improving the efficiency and effectiveness of police operations?**

Police Scotland are continually striving to improve the efficiency and effectiveness of the service we offer. As part of that, we are considering a range of AI and data science processes. However, this work is ongoing and no final decisions have been taken or processes implemented.

**8)    Have there been any budgetary or resource constraints that have hindered the adoption of AI chatbots?**

**9)    Are there any specific use cases or scenarios where the police department envisions chatbots being beneficial in the future?**

In request to questions 8 and 9, as per our answer to question 6, we have not examined in detail the adoption of AI chatbots.

**10)   What steps would need to be taken to ensure that an AI chatbot used by the police department complies with ethical and legal standards, particularly concerning the sensitive nature of policing activities?**

When implementing new technology, Police Scotland follow appropriate and well established governance around privacy, data security and impact assessments. If, at some future point, the organisation took the decision to implement chatbots in the context of policing activities, this would not be undertaken until all privacy, cyber and information security concerns had been met. Likewise, we have extensive governance processes in place to ensure all work we undertake meets our legal requirements and responsibilities.

We have also put in place an internal and external ethics process to examine the implementation of new technology, and would leverage this process to scrutinise in detail any emergent issues relating to bias, potential misuse, false outputs, model drift and other known problems.

**11)   Would the police department be open to collaborating with external entities, such as technology companies or research institutions, to explore the implementation of AI chatbots in a controlled and secure manner?**

Police Scotland are continually looking to partner with industry and academia to solve operational and organisational problems.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.