

**HOUSE OF LORDS
APPOINTMENTS COMMISSION**

Room G/40, 1 Horse Guards Road, London SW1A 2HQ
General Enquiries: 020 7276 6794
Internet: <http://lordsappointments.independent.gov.uk>
E-mail: enquiry@lordsappointments.gov.uk

Ref: HOLAC FOI
2021/1

8 January 2021

By email: <REDACTED>

Freedom of Information Act

I am replying to your Freedom of Information request, which the House of Lords Appointments Commission (HOLAC) received on 21 December 2020.

You asked:

- 1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?*
- 2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?*

I can confirm that the House of Lords Appointments Commission does not have AI enabled chatbots, nor does it have live webchat.

We have no intention to introduce either in the next 12 months.

If you are unhappy with this response to your request, you may write to the Secretary to the Commission, Alison Bennett, to ask for an internal review by another person not involved with this request. Please note that we will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner for a decision.

Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by HOLAC.

The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
SK9 5AF

Yours Sincerely,

Secretariat to the House of Lords Appointments Commission