

21 December 2020

### **Freedom of Information Act Request – FOI201221**

Thank you for your information request of 21 December 2020. You requested the following information:

- 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?*

Although ICCAN, as a new organisation, is not yet legally covered under the Freedom of Information Act 2000 or Environmental Information Regulations, your request has been considered as if we are applying the same principles.

I am writing to confirm that we do not have any AI enabled chatbot or live webchat functionality on our website, and currently have no intention of introducing this in the next 12 months.

If you are unhappy with the way that ICCAN has handled this request, you may request a review within two calendar months of the date of this letter, by emailing [iccanfoi@iccan.gov.uk](mailto:iccanfoi@iccan.gov.uk) or writing to:

Independent Commission on Civil Aviation Noise,  
Spaces,  
Albion House,  
High Street,  
Woking,  
Surrey  
GU21 6BG

Please note that, in line with Government guidance during the COVID-19 pandemic, ICCAN is not operating from the above address and staff are working remotely. Replies to post may take a little longer during this period so please email us instead.

Yours sincerely,  
FOI Officer