



**Telephone**  
101

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public.access@hampshire.pnn.police.uk

30 July 2021

**Our ref:** CM/PA/001453/21  
**Your ref:**

Dear Matilda Woods

## FREEDOM OF INFORMATION REQUEST

I write in response to the above referenced Freedom of Information request submitted on the 04/06/2021, Hampshire Constabulary has now considered this request, which has been repeated below and have responded accordingly.

Request	Response
1. What apps or chatbots does your force use to communicate with the public?	1, 2, 3, 4, 5, 6, 7, 8 & 9. No Information held – Hampshire Constabulary does not use apps or chatbots to communicate with the public.
2. Can the app/chatbot be considered "smart" (obtaining natural language understanding, natural language generation and machine learning engines)?	10. No information held – There is no specific document detailing this information. The most recent force management statement can be found at the following link:
3. If you do not make use of "smart" technology, what is your reasoning behind this decision?	<a href="https://www.hampshire.police.uk/police-forces/hampshire-constabulary/areas/sd/stats-and-data/force-management-statement/">https://www.hampshire.police.uk/police-forces/hampshire-constabulary/areas/sd/stats-and-data/force-management-statement/</a>
4. Are these chatbots/apps used within third party applications or websites, such as Facebook?	
5. Which service providers develop, deliver and/or maintain these apps/chatbots?	
6. How much has been spent on this app/chatbot since the contract began?	



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<p>7. What is the duration of the contract and has it been extended?</p> <p>8. Please share any evaluation, review or report of the use of application or chatbot.</p> <p>9. Please indicate how these chatbots or apps contribute to public confidence.</p> <p>10. Please share the most recent force-level (NOT national level) document relating to how the force plans to gain or improve public confidence.</p>	
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### **COMPLAINT RIGHTS**

If you are dissatisfied with the handling procedures or the decision made by Hampshire Constabulary, you can lodge a complaint with the force to have the decision reviewed within 2 months of the date of this response. Complaints should be made in writing to the Public Access office at the address at the top of this letter.

If, after lodging a complaint with Hampshire Constabulary, you are still unhappy with the outcome, you may make application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, via telephone on 0303 123 1113 or 01625 545745 or at the website [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

Mark Farrow  
Public Access  
Joint Information Management Unit



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