Subject: Your application for access to documents – EASE 2022/7068

Dear Mr. Schindler,

We refer to your request for access to European Commission documents registered on 12 January 2023 under the above-mentioned reference number.

You request access to “All information you may have on file, in fact, Concerning the use of chatbots and AI, Pursuant to Regulation 1049”.

I consider your request to cover documents held up to the date of the registration of this request.

Please note that due to the wide scope of your request, covering also areas under the responsibility of other Directorate-General, parts of your request have been attributed to other Directorates-General (OP with case number EASE 2023/0770 and DG JUST with case number EASE 2023/0771). Therefore, this reply relates only to the documents held by Directorate General for Informatics. You will receive the replies from the other respective Directorates-General in due course.

The following documents fall within the scope of your application:

- Memorandum of Understanding on Future Europe Direct Contact Centre with Ref. Ares(2020)4589325 [hereafter MoU EDCC]
- Memorandum of Understanding on Data Analytics – Prototype about Internal virtual assistant for social media communicators and mythbusters – Phase II with Ref. Ares(2020)7492893 [hereafter MoU Virtual Assistant], which includes the following amendment:
Having examined the documents requested under the provisions of Regulation (EC) No. 1049/2001 regarding public access to documents, I have come to the conclusion that the documents identified may be partially disclosed.

Some parts of the documents have been blanked out as their disclosure is prevented by the exception concerning the protection of privacy and the integrity of the individual outlined in Article 4(1)(b) of Regulation (EC) 1049/2001, because the documents contain the personal data of Commission staff members in the form of names or signatures.

Please note that you may reuse public documents, which have been produced by the European Commission or by public and private entities on its behalf based on the Commission Decision on the reuse of Commission documents. You may reuse the documents disclosed free of charge and for non-commercial and commercial purposes provided that the source is acknowledged and that you do not distort the original meaning or message of the documents. Do also note that the Commission does not assume liability stemming from the reuse.

Yours sincerely,

Horacio BARATA
Head of Unit

Enclosure:
1. MoU EDCC
2. MoU Virtual Assistant
3. Virtual Assistant Amendment I