

Reference: 01974069

Information Requests
information.requests@ofcom.org.uk

14 April 2025

Freedom of Information request: Right to know request

Thank you for your request for information about generative AI.

We received this request on 17 March 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

1. Are staff within your regulatory body under a general instruction to use AI or Generative AI tools to assist your work?

Staff are not under a general instruction to use AI or Generative AI tools but such tools are being trialed at present.

2. Is your regulatory body currently using AI tools or Generative AI tools to assist your work?

We are currently piloting these tools.

3. What is your regulatory body's budget for Generative AI tools?

We have no specific budget for Generative AI tools.

4. Can you name the AI tools that your regulatory body uses?

We are piloting Office 365 Copilot.

5. Does your regulatory body have an AI strategy?

[Ofcom's strategic approach to AI 2024/25](#) includes information about Ofcom's regulation of AI technologies as well as on Ofcom's own use of AI. Information on Ofcom's collaboration with the CMA, the ICO and the FCA on AI, including the regulators own use of AI, is described in the [Digital Regulation Cooperation Forum's Workplan 2024/25](#).

6. If your regulatory body does not have an AI strategy, is it planning to have an AI strategy?

We are developing an AI strategy to cover our internal use of AI tools. In addition, we plan to set out our strategic approach to supporting the use of AI within the sectors we regulate this year.

You may also wish to refer to a recently published [Freedom of Information response](#).

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).