

Using AI to help draft information requests?

AI tools can be helpful, but they can also introduce errors or create overly complex requests that increase the burden on public bodies and cost to the taxpayer.

When using AI to help draft an information request, please make sure the final wording has been checked and reflects your actual information needs.

Before you submit a request or secondary correspondence, please check that:

You are only asking for the information you are genuinely looking for.

AI tools sometimes generate broad or excessive wording that goes beyond the information you actually want or need;

The request is clear, concise and focused.

Short, straightforward requests are easier for us to process and usually lead to quicker, more accurate responses;

There are no obvious factual inaccuracies.

AI can misrepresent legislation or misstate what organisations do. Please review the text of your request carefully and don't assume AI is right. If it has referred to something you don't understand, check what it is; and

The tone is appropriate.

AI-generated content can sometimes sound abrupt, or otherwise inappropriate. Please check the tone before sending.

Why does this matter?

We are seeing an increase in requests and secondary correspondence that appear to have been drafted by generative AI. These can require additional clarification because of inaccuracies or unnecessary complexity. This creates delays for both requesters and our teams.

Need guidance?

You can find [advice on making effective information requests](#) on the Information Commissioner's Office website.