

# How the Home Office uses digital technology and Artificial Intelligence in asylum claims



## Digital technology

is being used more often in the asylum process. This includes devices or systems that store, process or share information such as smartphones, social media, chatbots and biometric scanners. You may need to use a website or app to check your asylum application or case.



## Artificial Intelligence (AI)

refers to advanced computer systems that find patterns from large amounts of data to inform decisions. AI is now used in the asylum process, for instance when summarising interviews or in searches for country policy. Mistakes can still happen if the data used is wrong or incomplete.

Read more about digital technology and AI and how they are used in your asylum claim.

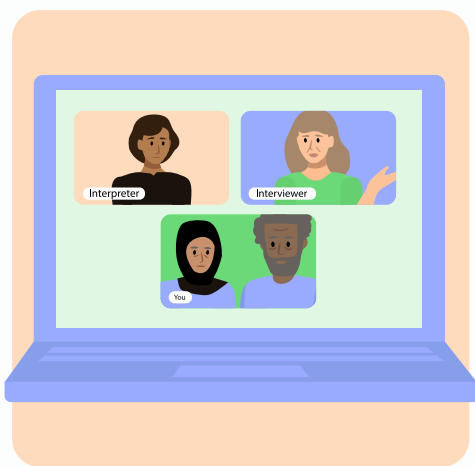


## Assessing personal data

**What it is:** Information that can identify you, such as your name, address, ethnicity or birth date.

**Why it matters:** The Home Office uses your personal data to check who you are and make decisions about your asylum claim.

**Practical tip:** You have the right to see what data is kept on your Home Office file. This is called a '**Subject Access Request**' also known as SAR. You can ask a lawyer, or another person, to help you make this request and check that everything has been recorded correctly. This request is free.



## Having an online interview

**What it is:** An asylum interview happens online when you are not in the same place as the interviewer and interpreter (when needed).

**Why it matters:** Asylum interviews are usually online, but it may be easier, more comfortable and safer for you if your interview is in person.

**Practical tip:** Discuss with those helping you with your case which option is best for you. Ask the Home Office if it is possible to have an in-person interview.

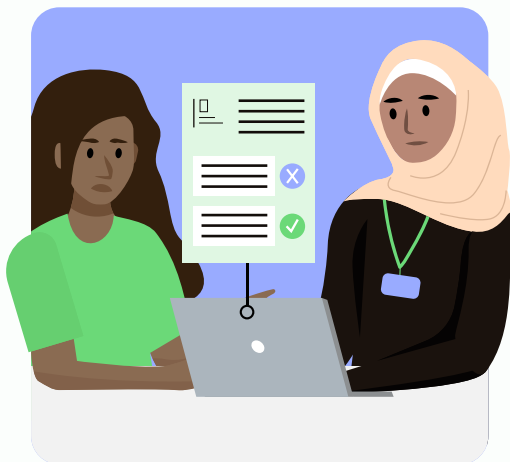


## Creating interview transcripts and summaries

**What it is:** A transcript is a word-for-word record of your interview. Summaries are brief descriptions of what was said in the transcript. They are used to make decisions about your case.

**Why it matters:** A summary may not consider all the information that applies to you and your case.

**Practical tip:** You can ask for a copy of your interview transcript and check that everything you said was recorded and summarised correctly.



## Making automated decisions

**What it is:** When a computer makes a decision automatically based on your case data using AI. Automated decisions may rely on an algorithm which is like a recipe a computer uses to complete a task. Algorithms can still make mistakes that can affect your asylum claim.

**Why it matters:** Some parts of your asylum application might be decided without someone fully checking all the details of your application.

**Practical tip:** If you're unclear about a decision on your application, speak with those helping you with your case. If needed, raise the issue with your lawyer or the Home Office. UK **law** lets you request that your case is not based only on automated decisions.

Read more: [Artificial Intelligence \(AI\) in the asylum system \(2024\)](#)

