

[REDACTED]

Date: 27 March 2025  
Reference: F0007306

Dear [REDACTED]

Thank you for your request of 17 March 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

- 1. Are staff within your regulatory body under a general instruction to use AI or Generative AI tools to assist your work?*
- 2. Is your regulatory body currently using AI tools or Generative AI tools to assist your work?*
- 3. What is your regulatory body's budget for Generative AI tools?*
- 4. Can you name the AI tools that your regulatory body uses?*
- 5. Does your regulatory body have an AI strategy?*
- 6. If your regulatory body does not have an AI strategy, is it planning to have an AI strategy?*

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information within scope of the above request; if I may I shall address each of your points in turn:

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

No, CAA staff are not under a general instruction to use AI or Generative AI tools to assist work.

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

AI Tools, as named in response to element 4, are used within the CAA to varying degrees across the business. Generative AI is not used by the CAA for official regulatory activities.

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

The CAA does not have a specific budget for Generative AI Tools.

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

Certain Microsoft CoPilot functionality is available to all colleagues through the CAA's enterprise IT that is based within Microsoft's Office 365 as a corporate toolset. Although the CAA does not currently subscribe to paid for M365 Copilot functionality, colleagues are able to use those features that are part of the standard E5 licence provision.

It is possible that CAA staff may, independently, utilise other AI tools within the guidance of the CAA's usage policies, and within the CAA's existing information and data protection responsibilities.

**5. Does your regulatory body have an AI strategy?**

The CAA's AI strategy can be found at the following link:

[www.caa.co.uk/ai](http://www.caa.co.uk/ai)

Additionally, the CAP3064 series of publications add further detail.

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

Please see our response to Question 5.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

FOI.Requests@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out below. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at FOI - Freedom of Information ([caa.co.uk](http://caa.co.uk)).

Yours sincerely

**Communications & Engagement Team**  
Information Rights Specialist  
Civil Aviation Authority



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*At the CAA we respect agile working so, while it suits me to send this now, I do not expect a response or action outside of your own working hours.*

Please consider our environment. Think before printing.

## **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.