



AD HOC QUERY ON 2021.34 Use of artificial intelligence or new technologies in reception facilities

Requested by COM on 20 May 2021

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden (22 in Total)

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1. Background information

The EMN Capacity Building event on “Digitalisation and artificial intelligence in migration management”, held on 20 April 2021 showed that Artificial intelligence (AI) used in the migration and asylum sector are not used to replace human intelligence or human interaction, but to improve and support interaction in general. They can be resources to assist humans to improve procedures while at the same time having final decisions made by humans. During the same event several challenges that organizations need to address were identified. Amongst these were the growing sophistication of threats/risks related to data protection, management and analysis, as well as risks linked to the potentially unethical use of AI. It was also stated that some good practices that allow to address and assess risks and help to assess and analyze the legal framework. The question to ask is therefore not whether we will use AI intelligence or new technologies, but in which situation we will use it.

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The Luxembourg National Reception Office (ONA) has been analyzing the use of artificial intelligence and new technologies in the daily work of the socio-educational workers who are in contract with ONA's target population (applicants for international protection - AIPs). Nevertheless, the use of AI creates new challenges with regard to data protection, intercultural communication, and the detection of vulnerabilities.

The ONA would be interested to know which AI technologies or new technologies other Member States are using in the reception system that facilitate the interaction between socio-educational workers and AIPs taking into account the above-mentioned issues related to data protection, intercultural communication and the detection of vulnerabilities.

2. Questions

1. Does your Member State use artificial intelligence or new technologies to facilitate the exchange of information and the communication between the applicants of international protection and the reception facilities' staff (e.g. administrative staff, social workers, medical staff, association / partners ...) One example is the use of google translate (or Email, WhatsApp) which facilitates the comprehension between both parties but generates misunderstandings as the technology does not consider the applicant's cultural specificities?

Available choices: Yes, No, Not Applicable

2. If you answer yes to question 1, can you please describe which technologies are you using and for which purpose?

3. Has your Member State been confronted with any intercultural challenges with the implementation of the AI or new technologies?

Available choices: Yes, No, Not Applicable

4. If you answer yes to question 3, can you explain what type of cultural challenges you were confronted and how do you handle them?

5. Do you use AI or new technologies in the detection of vulnerabilities? YES/NO. If you answer yes, can you please explain how these technologies are used and what are the advantages and limitations?

6. If you use any kind of new technologies or artificial intelligence, when dealing with applicants for international protection, how do you ensure the protection of the data collected?


We would very much appreciate your responses by **25 June 2021**.

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3. Responses

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		Wider Dissemination ²							
	EMN NCP Austria	Yes	<p>1. Yes</p> <p>2.</p> <table border="1"> <thead> <tr> <th>technology</th> <th>purpose</th> </tr> </thead> <tbody> <tr> <td>Translation tools such as Google Translate</td> <td>To overcome language barriers if there is an urgency and the demand cannot be met by native speaker staff members or interpreters.</td> </tr> <tr> <td>individual casemanagement</td> <td>Information is passed on to applicants of international protection in the form of pop-up messages as part of a QR code scan by staff members (eg. when serving food) => Important information for applicants of international protection is stored in the case management by staff members. The next time an applicant scans the QR code, employees receive pop-up messages and can pass this information on to those affected (eg. 'contact your social worker')</td> </tr> </tbody> </table> <p>---</p> <p>Source: Ministry of the Interior</p>	technology	purpose	Translation tools such as Google Translate	To overcome language barriers if there is an urgency and the demand cannot be met by native speaker staff members or interpreters.	individual casemanagement	Information is passed on to applicants of international protection in the form of pop-up messages as part of a QR code scan by staff members (eg. when serving food) => Important information for applicants of international protection is stored in the case management by staff members. The next time an applicant scans the QR code, employees receive pop-up messages and can pass this information on to those affected (eg. 'contact your social worker')
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¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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			<p>3. Yes</p> <p>4. The linguistic diversity of applicants of international protection is reflected in cultural challenges that need to be solved by means of intercultural communication and mediation, e.g. taking into account the best possible way of passing on information, which can be culturally different (e.g. tendency to pass on information in writing or verbally).</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>5. No.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>6. The data collected in case management are subject to the General Data Protection Regulation (GDPR). When using interpreting tools, general vocabulary is used and no sensitive data is filled in.</p> <p>---</p> <p>Source: Ministry of the Interior</p>
	<p>EMN NCP Belgium</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. Concerning the provision of information:</p> <ol style="list-style-type: none"> 1. Belgium's federal reception agency (Fedasil) has the legal responsibility to provide information to applicants of international protection on the asylum procedure, life in Belgium and reception facilities. This information should be provided in a language understood by the applicant. In the past, brochures in several languages were printed and disseminated to applicants when they entered the reception network. To address a number of weaknesses associated to printed materials

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			<p>(such as easily outdated, limited content, ...) a multilingual website 'Fedasilinfo' was created. It provides information in 14 languages and offers a read-speaker function to facilitate understanding among illiterate applicants (more information on https://www.fedasilinfo.be/en).</p> <ol style="list-style-type: none"> 2. Reception facilities often need to inform their residents on provisions specific to their facility (such as opening hours, public transport provisions, ...). No uniform approach is currently adopted among reception facilities, yet experiments using new technologies have been undertaken. Resident information is sometimes provided through closed Whatsapp groups, video screens showing information or short video-animations on public places in the reception centre. 3. To facilitate conversations on sexual and reproductive health, staff of the reception centres use the website Zanzu, developed by Sensoa, the Flemish Expertise Centre for Sexual Health, and BZgA, the German Federal Centre for Health Education. The website offers a wealth of information on sexual and reproductive health and thus enables a high level of communication on sensitive matters – not only because of its multilingual nature, but also because of the many illustrations and the text-to-speech function (for more information see https://www.zanzu.be/en). 4. To provide more information on the asylum procedure in Belgium, staff can also refer residents to the website Asylum in Belgium of the Office of the Commissioner General for Refugees and Stateless persons (CGRS), https://www.asyluminbelgium.be/en. The website regarding the asylum procedure in Belgium is available in nine languages and contains spoken and written text as well as video fragments. 5. In order to facilitate access to prevention, protection and support for migrant women in Europe who are confronted with gender-based violence, ACCESS, a European project, developed a website. Staff of the reception centres can browse the ACCESS mapping and find adequate support by specialised organisations by simply click on the "Map" button and select the icons that represent the situation of the resident. Furthermore, staff can refer residents to the online chat in various languages. The aim is to facilitate access to help for women migrants, who do not necessarily speak the national languages, and who face gender-based violence (more information on https://www.we-access.eu/). <p>Concerning the facilitation of communication:</p> <ol style="list-style-type: none"> 1. Fedasil is currently involved in a pilot-project with the University of Ghent to explore the potential of using webcam-based interpreting. For a number of years, some reception facilities have already used Intercult, a webcam-based interpreting facility in the medical field (more information
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
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			<p>in French and Dutch: https://www.health.belgium.be/fr/sante/organisation-des-soins-de-sante/qualite-des-soins/mediation-interculturelle/mediation-0). The use of interpreters is restricted to open conversations during which sensitive information is exchanged.</p> <p>2. Reception staff often use Google Translate to support conversations with residents who speak a different language. While not prohibited, Fedasil aims to raise awareness about the limitations and potential flaws of the translations provided through automatic translation. Fedasil also aims to provide collaborators with alternative solutions. An AMIF-funded project currently designs a multilingual application to support easy conversations in different languages. The application will contain a set of standardized questions and reply's in different languages, which can be selected by the resident and the reception collaborator.</p> <p>3. No</p> <p>4. So far, Fedasil has not encountered challenges induced by resident's cultural heritage. On the contrary, the use of new technologies allows Fedasil to adopt more cultural-sensitive information and communication. However, as mentioned above, there are limitations to and potential flaws in translations provided through automatic translation.</p> <p>5. Yes. Current scientific research has shown that vulnerability is highly complex. It can be particularly difficult for reception staff to asses vulnerability, as they have to be attentive to many different indicators of vulnerability. Therefore, Fedasil had designed a (early screening) tool which aims to help guide collaborators in identifying vulnerable persons, for instance through indicating a number of indicators to take into account (such as composition of family, physical appearance, ability to read and write, linguistic skills, country of origin, sexual orientation, ...). Once launched, the staff will also be able to use EASO's Special Needs and Vulnerability Assessment Tool (SNVA).</p> <p>6. The data collected in case management are subject to the General Data Protection Regulation (GDPR). When using interpreting tools or information portals (websites) no personal data is needed/used.</p>
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	<p>EMN NCP Bulgaria</p>	<p>Yes</p>	<p>1. Not Applicable In the territorial units of the State Agency for Refugees on TV screens, placed in suitable places, films on various topics are constantly presented: on the proceedings for international protection, rights and obligations during the procedure (translated into English, Arabic, Dari, Pashto and Kurdish Kurmanji); a film for children, which provides information about their daily routine in the centre and the importance of school attendance, available in Urdu, Pashto and Dari. Four other videos are dedicated to information about human trafficking. On the website of the State Agency for Refugees there is information about the types of international protection, the procedure for granting international protection, rights and obligations, the Dublin procedure.</p> <p>2.</p> <p>3. Not Applicable</p> <p>4.</p> <p>5. No</p> <p>6. N/A</p>
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<p>1. No</p> <p>2. N/A</p> <p>3. Not Applicable</p> <p>4. N/A</p> <p>5. No.</p>



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			6. N/A
	EMN NCP Cyprus	Yes	<p>1. No</p> <p>2.</p> <p>3. Not Applicable</p> <p>4.</p> <p>5. N/A</p> <p>6. N/A</p>
	EMN NCP Czech Republic	Yes	<p>1. Yes Artificial intelligence used in the Czech migration and asylum sector is not used to replace human intelligence or human interaction, but to improve and support interaction in general.</p> <p>2. We use voice translator devices in direct communication that are more reliable than Google translate. Also, we are currently developing two websites which can be used for indirect communication between applicants and staff. One website is designed rather for purposes of public matters and relates to official requests, the other website is being developed for clients only and therefore responds to unofficial needs as well (via answer boxes). We are also currently upgrading the clients' website to various language mutations and also to a more user-friendly mobile application which will allow clients to access information about our centres and the everyday life of the Czech Republic from the practical perspective.</p>

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			<p>3. Yes</p> <p>4. We have discussed an option of using Google to translate the website mentioned above into various languages. It was proved that human factor is necessary in order to prevent cultural misunderstandings. Google translate was not sufficient to cover all contexts and therefore we replaced it by sensitive translation tailored for our purposes. For instance, some terms in Czech that clients often have to face (migration field) do not make any sense in culturally distanced languages.</p> <p>5. No, we don't.</p> <p>6. We do not use new technologies or artificial intelligence to collect personal information of clients.</p>
	EMN NCP Estonia	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. Not Applicable</p> <p>4. N/A</p> <p>5. No.</p> <p>6. N/A</p>
	EMN NCP Finland	Yes	<p>1. Yes</p>


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			<p>2. The following systems have already been in use (limited, and with reservations):</p> <ul style="list-style-type: none">• Learning Management System Moodle for Finnish Society Course for applicants for international protection.• Teams, Zoom or other video conferencing platforms for discussing matters not related to the asylum application. This model has been used during the COVID-pandemic, particularly with families with children.• Padlet platform for distributing information• WhatsApp used locally and in a restricted manner for distributing information, which is necessary and urgent. The choice of WhatsApp is based on the fact that this is a communication channel already widely used by customers, and therefore reaches the customers. The challenge is that personal information may also be shared via this channel, which is to be prevented. <p>For more information regarding reservations concerning these technologies, please see Q6.</p> <p>3. Not Applicable</p> <p>4. No information available regarding this. Intercultural challenges have not been the main type of challenge. For more information, please see Q6.</p> <p>5. No.</p> <p>6. New technologies or AI are not widely used in Finnish reception centres. One of the main reasons behind the cautious introduction of new technologies and AI is data protection. Another hindrance, particularly with regard to commercial apps such as WhatsApp, have been the terms of service which usually give the service provider unlimited access to the information and data shared via the app. Therefore, Finland has been cautious in introducing new technologies or AI in reception centres. The aim is, however, to have up-to-date tools that are suitable for customer service and allow customers to use online services while ensuring data protection. The Finnish Immigration Service, which is in charge of the guidance of reception centres, is planning to introduce following new technologies in reception services once suitable means have been found and the remaining issues such as data protection have been solved:</p>
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			<ul style="list-style-type: none"> • An electronic service channel of the Finnish Immigration Service for customers who do can't use strong identification (certain services that do not require strong identification) • Information channel which is based on SMS messages, particularly for customers accommodated in private accommodation (60 % of all persons registered in reception services). This service has been purchased from a service provider and it is otherwise ready for use, but some questions remain concerning data protection.
	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. As part of the implementation of the HIPE program (Harmonization and Innovation in the Foreign nationals' Pathway), which aims to dematerialize, simplify and unify the pathway of foreign nationals in France, the innovation laboratory of the General Directorate for Foreign nationals in France (DGEF) and of the French Office for Immigration and Integration (OFII) is testing solutions that are both innovative and respond to the problems faced by public agents and users (asylum seekers and beneficiaries of international protection).</p> <p>In order to facilitate communication with the users and simplify their process, the HIPE program has also developed a web portal for users, which provides access to general information on procedures as well as personalized information on the progress of the user's file in the current procedure. This portal aims to provide information that is as simple and clear as possible, but also to offer a unique user space.</p> <p>For the web portal for users, classic web development technologies are used: JAVASCRIPT/HTML5 and CSS. The portal is also materialized by an ergonomic and simplified web interface to provide the user with the easiest navigation possible.</p> <p>3. Yes</p> <p>4. The two main challenges we face are:</p> <ul style="list-style-type: none"> - The language barrier - The 'digital maturity' of the users (their capacity to use digital tools)


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			<p>The web portal for users offers a translation into French and English and uses a non-administrative and ultra simplified language in the logic of "easy to read and understand" The use of pictograms and illustrations also improves the user's understanding.</p> <p>Regarding the users' 'digital maturity', several of our field studies have shown that the vast majority of our users have smartphones. This is why the web portal for users has been developed in "mobile first": it adapts to any type of smartphone. An important work of ergonomics and design has also been done to make the navigation as easy as possible for users who are less at ease with digital technology.</p> <p>Finally, the availability of this portal is considered as a 'bonus' for users who are comfortable with digital technology and it is not the only possible point of information. Physical, telephone and email channels remain available to users.</p> <p>5. No.</p> <p>6. We pay great attention to data protection and compliance with the General Data Protection Regulation (GDPR).</p> <p>Concerning the users' web portal, no data is stored. The portal simply displays information that already exists in the agents' business applications. These business applications are compliant with the RGPD and data protection impact analyses (DPA) have been drawn up for each of them. The data processing carried out has a stated objective and is recorded in the data processing register.</p>
	<p>EMN NCP Germany</p>	<p>Yes</p>	<p>1. Yes YES, but not in reception facilities, only in the Federal Office for Migration and Refugees</p> <p>2. The Federal Office for Migration and Refugees uses a tool for the recognition of Arabic dialects. Applicants provide a 2-3-minute voice recording. A software analyzes the recording and delivers a result report with a probability calculation of the dialect spoken.</p> <p>3. No</p>


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			<p>4. n/a</p> <p>5. No.</p> <p>6. Protection of data (voice recordings) is guaranteed by the following steps: The scope of data processing is limited in particular with regard to legal bases. Role and authorization concepts limit data access to the required extent. Unjustified data accesses can be checked by logging the data accesses. Automatic deletion of specific data after certain steps in the asylum procedure or timeframes. Data is stored and processed exclusively at the BAMF in a protected network. Data itself are anonymized, so that no conclusions can be drawn about applicants.</p>
	EMN NCP Hungary	Yes	<p>1. Yes</p> <p>2. Reception officers use translation software in order to facilitate basic communication with asylum seekers. Other technologies are not used.</p> <p>3. No Reception officers are aware of the limitations of translation software and that it can only be used for basic communication.</p> <p>4. -</p> <p>5. No, but in the future, the Hungarian reception authority intends to use EASO's Tool for Identification of Persons with Special Needs (IPSN): https://ipsn.easo.europa.eu/european-asylum-support-office</p> <p>6. Not Applicable: Personal data is not mentioned when reception officers use translation software.</p>



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	<p>EMN NCP Ireland</p>	<p>Yes</p>	<p>1. No</p> <p>2. <u>Extra information to support question 1:</u> Regarding the use of artificial intelligence or new technologies in reception facilities, the International Protection Accommodation Service (IPAS) do not use these platforms to communicate between service providers and applicants in reception centres.</p> <p>Currently, communication between service providers and applicants in reception centres is either via telephone or email correspondence.</p> <p>IPAS also communicates directly with centre managers and residents via regular newsletters, which can be found on our website - www.accommodationcentres.ie. The newsletters provide practical information on implementing social and physical distancing at this time and promoted shared learning and best practice across our network of centres. Residents have also been made aware of the need for good hand hygiene and coughing/sneezing etiquette. Information and posters have been distributed to all centres and translations of public health information have also been provided. These newsletters are translated into several languages.</p> <p>See March 2021 sample via attached link: https://ipascomms.newsweaver.com/n1dppz67ll/17l8c893zj9?lang=en&a=6&p=276949&t=80487</p> <p>International Protection applicants have been kept fully up to date with changes applicable to them with regard to Covid-19 restrictions or the easing of restrictions. The most recent Covid related guidelines for IPAS Accommodation Centres were communicated to all residents on 18 May 2021. The Covid Related Guidelines for IPAS Accommodation Centres 17 May 2021 replaces the IPAS Living with COVID Plan. The new guidelines explain the restrictions in place and the procedures surrounding general and organisational visits to the centre, overnight absences and the current transfer policy. This document has also has been translated into several languages.</p> <p>3. Not Applicable</p> <p>4.</p>
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			<p>5.</p> <p>6.</p>
	<p>EMN NCP Latvia</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. Administrative staff for information provision use TV screen which is located in the main lobby of Asylum seeker center. On screen is displayed information about the stay in the center, information about procedure, information about events and more.</p> <p>Social workers actively using WhatsApp and email to communicate with applicants.</p> <p>3. No</p> <p>4. N/a</p> <p>5. No.</p> <p>6. It's applicant decision in which way the want to communicate but sensitive data are only given or shared in face to face.</p>
	<p>EMN NCP Lithuania</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. The social workers of the Refugees Reception Center sometimes use the automatic translation function in WhatsApp when dealing with everyday situations.</p>


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			<p>3. No</p> <p>4. NA</p> <p>5. NO</p> <p>6. The cases where the automatic translation function is used do not involve the collection of personal data or dealing with sensitive issues.</p>
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. Yes Yes, we use new technologies.</p> <p>2. We use emails:</p> <ul style="list-style-type: none"> • to communicate: share information and exchange messages; • to send documents; • for individual communication with AIPs (not with a group). <p>Our perception is that the residents mostly use social networks, but by law we are obliged to use official channels. We are interested in the use of other channels and the relevant data protection measures. Furthermore, the National Reception Office is working with the Ministry of Foreign and European Affairs to develop an online platform that will provide information to AIPs. This site will offer up-to-date information on procedures and on the different types of aid available. AIPs and all stakeholders will be able to access the site from a smartphone or a computer. Content will be available in seven languages (the site is expected to be launched in 2022).</p> <p>3. Yes</p> <p>4. Most of the challenges were linked to linguistic challenges. Using new technologies loses the human and social dimension (mimics, gestures, etc.) which can lead to misinterpretation of information.</p>

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			<p>5. No.</p> <p>6. N/A.</p>
	<p>EMN NCP Netherlands</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. COA uses MyCOA (www.mycoa.nl) to communicate with the residents of reception centers for asylum applicants. While it offers general public information, residents can make the information location specific. MyCOA could, in the future, possibly be used for two-way communication and offer access to personal data. In order to expand the use of MyCOA, some data protection issues need to be resolved first. We acknowledge that the use of services like Google translate have some benefit. However, we generally advise to only use these tools if they can be validated by a native speaker or translator.</p> <p>In addition to MyCOA, COA also uses the following technologies:</p> <ul style="list-style-type: none"> • Video conferencing for language lessons and online interpreter services • Whatsapp for informal communication between staff members and residents • Online questionnaires for residents (for example for feedback on the reception and support offered by COA) <p>AI-project COA</p> <p>COA has started a project to investigate whether permit holders can be placed in municipalities using AI-support for socio-educational workers (COA employees). This research is done by Immigration Policy Lab^[1], and more specifically GeoMatch^[2]. The idea in short: GeoMatch learns from data about permit holders (such as gender, country of origin, age, and level of education) and their integration outcomes (for example, how soon they were able to find employment, what types of jobs they found, and whether or not they later moved to a new location). It identifies synergies between personal characteristics and locations, develops models to predict how new arrivals will fare, and matches them to give each person the best opportunity. The project is divided in two phases: a research phase and a pilot phase. In the research phase, which is now underway, we map out the benefits, costs and risks, in order to arrive at a well-founded decision (accompanied with extensive documentation) whether or not to implement the AI tool in the work process (during the pilot phase). With a combination of different frameworks^[3] (in line with the recent proposal</p>


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			<p>from the European Commission[4]), COA aims to mitigate the above-mentioned risks related to data protection, management and analysis.[5]</p> <p>[1] Immigration Policy Lab, "Home", https://immigrationlab.org/, last accessed on 18 June 2021. [2] Immigration Policy Lab, "GeoMatch", https://immigrationlab.org/geomatch/, last accessed on 18 June 2021. [3] AI impact assessment (AIIA) and Audit framework for algorithms [4] European Commission, "Shaping Europe 's digital future", https://digital-strategy.ec.europa.eu/en/policies/regulatory-framework-ai, last accessed on 18 June 2021 [5] Information provided by COA on 16 June 2021.</p> <p>3. Not Applicable We are currently reviewing the usability of MyCOA. (Information provided by COA on 16 June 2021.)</p> <p>4. N/A</p> <p>5. NO, though in the future the AI-project mentioned in question 2 could be used in the detection of vulnerabilities.[1]</p> <p>[1] Information provided by COA on 16 June 2021.</p> <p>6. In the Netherlands, the Dutch Immigrant Act regulates the use of personal data and biometrics in detail. The Dutch Data Protection Authority (Autoriteit Persoonsgegevens, AP) supervises processing of personal data in order to ensure compliance with laws that regulate the use of personal data. The tasks and powers of the Dutch DPA are described in the General Data Protection Regulation (GDPR), supplemented by the Dutch Implementation Act of the GDPR. The Migration Coordination Department of the Ministry of Security and Justice employs an independent data protection official (Functionaris Gegevensbescherming, FG), which supervises the application of and compliance with the GDPR in as far as it concerns the facilities for which they are responsible. The organisations that fall under the Ministry of Security and Justice all have in addition to the supervising FG</p>
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			<p>their own Privacy Officer that is specialized in the GDPR and/or Data Protection Act related to their own organization.</p> <p>In the AI-project (see question 2), before any data is delivered, there are several checks and balances to ensure the collected data is protected (e.g. Information security certificates like ISO 27002 in place, DPIA when a delivery is at hand and an AI impact assessment before making use of AI in the work process).[1]</p> <p>[1] Information provided by COA on 16 June 2021.</p>
	<p>EMN NCP Poland</p>	<p>Yes</p>	<p>1. No The Department of Social Assistance of the Office for Foreigners, which performs social and educational tasks in centres for foreigners, does not apply solutions to the so-called artificial intelligence. While applied systems are based on data collection, the data is not processed based on algorithms to produce specific responses in the system. As far as new technologies used by the Department of Social Assistance of the Office for Foreigners are concerned, it should be noted that its employees use commonly available communicators and translators in their work to support contacts with foreigners. The Border Guard, like the Department of Social Assistance of the Office for Foreigners, does not use artificial intelligence or new technologies to facilitate the exchange of information between persons seeking international protection and Border Guard employees.</p> <p>2.</p> <p>3. Not Applicable</p> <p>4.</p> <p>5. n/a</p> <p>6. n/a</p>



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	<p>EMN NCP Portugal</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. The Portuguese Refugee Council normally uses Email, WhatsApp, SMS and google translate for information provision, request for feedback or schedule an interview with applicants of international protection.</p> <p>3. Yes</p> <p>4. The AI or new technologies make it easier to connect with people that are not in the same physical space and/or supports the translation of information into different languages. However, the interaction between applicants of international protection and the reception facilities' staff is not just a question of linguistic translation - it is also a matter of intercultural mediation which AI or new technologies can't reach.</p> <p>5. No.</p> <p>6. Using domains from the CPR, that ensure the privacy of data (cyber-security); erasing information after it is necessary.</p>
	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. We do use google translate bearing in mind the limitations it has. Sometimes it is still indispensable tool, when the reception workers have to deal with everyday details quickly. One needs to verify how the information was understood by e.g. complementary questions. NGO working in the facility uses the WhatsApp to share information on activities, quick updates, etc.</p> <p>3. Not Applicable</p> <p>4. We don't have much experience with AI or other new technologies.</p>

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			<p>5. Only when something is discovered until the interpreter services are arranged.</p> <p>6. N/A</p>
	EMN NCP Slovenia	Yes	<p>1. No</p> <p>2. Slovenia doesn't use artificial intelligence. All interviews are conducted with the help of interpreters. All relevant information is also officially translated. All other daily communication also takes place in person with translators. However, applicants for international protection and applicants of intent often turn to officials via google translate.</p> <p>3. Not Applicable</p> <p>4. /</p> <p>5. /</p> <p>6. /</p>
	EMN NCP Spain	Yes	<p>1. Yes</p> <p>2. It is used primarily for communication with persons seeking or receiving international protection residing in our resources. Technological resources such as google translator, e-mail and whatsapp are used. In some situations also social networks (Facebook, Instragram...) and some video call app. Also, in a timely manner, some specific mobile APPs have been used to translate.</p>

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			<p>In some centre there are touch-screen information points, as in the Seville Reception Centre, one is available at the reception and the other in the dining room, with information and forms of communication in different languages.</p> <p>E-mail. It's not the most common method of communication, but sometimes we use it.</p> <p>WhatsApp. for example, during the pandemic, a WhatsApp group was created to be able to maintain agile communication with residents, if used frequently.</p> <p>Videoconference. During the pandemic, videoconferencing (specifically the Meet application) was used to maintain Spanish classes. It has been used punctually to communicate with isolated residents in your room for having tested positive or having been close contact with a positive. It has also been used for meetings of the technical team and other ad hoc meetings.</p> <p>Google translator. It is mainly used for quick clarifications in situations where it is valued that it is not worth requesting telephone interpretation.</p> <p>Google Maps. It is used to tell a resident how to get to a particular place. For example, by sending your mobile the location of the place where you have to go.</p> <p>Dating applications. The one that residents use the most is the transport card. They are also taught to make an appointment at the health centre, for the digital certificate, for employment demand and for the social security number.</p> <p>Download documents online. They are explained how to download their working life, the social security number and the municipal registration certificate.</p> <p>3. Yes</p> <p>Yes, many challenges at various levels. Both at the level of communication because the translation of google does not reflect well the most cultural constructs and concepts, and there are misunderstandings and difficulties of understanding. With the use of the technologies themselves: Videoconferencing systems, e-mail communication, etc., find the barrier of computer skills associated in some cases to cultural variables (frequency of use and familiarity with this format), which depending on the origin of the residents are more or less accustomed to them. One of the biggest challenges is bridging the digital breach. In the case of illiterate people, the difficulty and challenge increases, by ignoring the characters of the keyboard. And the same happens for changes in the alphabet.</p>
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			<p>4. We try to use a much simpler language and short and clear messages when the route of communication is not personal contact.</p> <p>The most frequent challenges faced by a high percentage of residents:</p> <ul style="list-style-type: none">—Total knowledge of technologies. For this we adapt the didactic materials so that they are as simple and intuitive as possible.—Distrust and lack of knowledge about the fact that most of the procedures related to its documentation are carried out telematically. They are taught examples of documents and explained their usefulness and bindingness.—It is a great challenge to ensure that women, especially those from Arab culture, want or can learn. In this case we have to insist heavily, individualised follow-up and implement family reconciliation measures. <p>The importance of learning new technologies is not recognised in many cultures. It works with practical exercises and real examples. Also with a lot of motivation and sometimes after the passage of time and a better knowledge of our society.</p> <p>5. In some cases, although in a very punctual way, the EASO vulnerability identification tool is used to help make the social diagnosis of the beneficiaries adjusted to their reality and personal characteristics. Vulnerabilities detected, although not used for this purpose, but arise: Cultural, educational, gender. The student's attitude to new technologies helps to visualise other types of problems, such as social skills, relationships with others. Even vision problems.</p> <p>For the collection of information on vulnerabilities, a separate application, called SIRIA, is used, where information is collected on these vulnerabilities (reports, medical certificates, etc.).</p> <p>6. Through the establishment of confidentiality agreements, in addition to the protection measures available to the Ministry ' s applications and servers. At the time, some data protection audits have been carried out in some centres, and recommendations were given which are being followed today.</p> <p>As mentioned above, if new technologies are used, it is for simple communications and that do not involve very personal information. All we can do through the face-to-face relationship is the path that is chosen. In the case of personal identity data, it is only carried out by e-mail between the person concerned and the responsible technique.</p> <p>The tool for identifying vulnerabilities to develop a better social diagnosis is anonymous.</p>
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			<p>If we talk about information or personal data that we generate on the computers of the centers, a daily deletion of temporary files and downloads is performed, that is, everything that does not correspond to the basic configuration of the computer.</p> <p>Personal information from documents generated is handled only by residents, it is obtained through a computer monitored with special passwords, and only the technical staff can access it.</p> <p>Regarding residents, who access classes, they have a specific data protection module at the start of the course to make them aware of their importance.</p>
	<p>EMN NCP Sweden</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. No 2. Formally the answer is no but in practice for example google translate can be used in certain circumstances for minor matters if a regular translator is not available. 3. No 4. AI is so far not used in the asylum procedure. 5. No 6. Not applicable
