

# GREATER LONDON AUTHORITY

[REDACTED]  
[REDACTED]

Our Ref: MGLA010420-7487

28 April 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 31 March 2020. Your request has been considered under the Freedom of Information Act 2000.

You requested:

Freedom of Information request - Use of COMPUTER-TRANSLATION technologies (e.g. Google Translate(TM), Microsoft Translator(TM) etc.)

*This Fol Request is in regard to your organisation's use of and policies on the use of, either formally or informally, COMPUTER-TRANSLATION tools of the kind mentioned in the Subject description (but not restricted to the two examples given).*

- 1. Does your organisation have a formal policy which covers your organisation's use of any such computer-translation tools. If so, please can a copy of your policy be included in your response?*
- 2. Has your organisation carried out (or outsourced) research or analysis regarding the appropriateness of such computer-translation tools (and their output) for use by your organisation? If so, please can a copy of such research or analysis be included in your response?*
- 3. Does your organisation routinely monitor the use of such computer-translation tools? If so, can any such monitoring analysis be included in your response?*
- 4. Does your organisation routinely monitor the ad-hoc use of such computer-translation tools by your organisation's staff in the conduct of your organisations' work?*

Our response to your request is as follows:

To put our response in context, the GLA is London's strategic government and does not operate in the same way as local councils. (listed at <https://www.london.gov.uk/in-my-area>).

On occasions when we need to provide a translation of any of our key documents, we use the services of a professional translation company. The GLA does occasionally receive emails or

letters in languages other than English and staff might use their own knowledge of that language or an online translation tool to understand the meaning and/or ascertain whether a professional translation is needed. However, we do not have specific policies covering the use of such tools.

Please find below our responses to your questions.

*1. Does your organisation have a formal policy which covers your organisation's use of any such computer-translation tools. If so, please can a copy of your policy be included in your response?*

No

*2. Has your organisation carried out (or outsourced) research or analysis regarding the appropriateness of such computer-translation tools (and their output) for use by your organisation? If so, please can a copy of such research or analysis be included in your response?*

No

*3. Does your organisation routinely monitor the use of such computer-translation tools? If so, can any such monitoring analysis be included in your response?*

No

*4. Does your organisation routinely monitor the ad-hoc use of such computer-translation tools by your organisation's staff in the conduct of your organisations' work?*

No

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA010420-7487.

Yours sincerely

  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>