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RESPONSIBLE AUTOMATION: THE LEGAL LIMITS OF AI IN PUBLIC SERVICES

ARTIFICIAL INTELLIGENCE (AI)

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AUTOMATION WITH LEGAL LIMITS

Although chatbots improve administrative efficiency, their use must respect legal principles such as legality, transparency, equality, and data protection. Not every procedure can be delegated to a machine without human supervision.

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AUTOMATED DECISIONS AND FUNDAMENTAL RIGHTS

When a chatbot intervenes in processes that affect rights—such as social aid, employment, or access to services—it is essential to ensure human review mechanisms, traceability, and explainability of decisions.

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EVOLVING REGULATORY FRAMEWORK

European and Spanish regulations on artificial intelligence impose specific obligations on public administrations, especially when high-risk systems are used. This includes impact assessments, audits, and supervision by bodies such as AESIA.

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INSTITUTIONAL RESPONSIBILITY AND PUBLIC ETHICS

Administrations must assume responsibility for the systems they implement, require guarantees from technology providers, and train their staff for ethical and legal management of AI.

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