Helsedirektoratet's Health-Advice Chatbots in Norway's Data Protection Sandbox — Consent Works as a Legal Basis, but the Bots Are Not Anonymous

AI in the Public Sector · Good practice · Norway

Quality score: 53/100

Evidence strength: Moderate

Summary

Norway's Directorate of Health took two AI chatbots giving health and lifestyle advice through the Data Protection Authority's sandbox. The July 2026 report found the bots are not anonymous, consent can serve as legal basis, and safeguards remain untested.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-12

Norwegian Directorate of Health (Helsedirektoratet) — accessed 2026-11-12

Datatilsynet exit report: Privacy-friendly chatbots (2026) — accessed 2026-11-12

Helsedirektoratet: HelseSvar example in its LLM report — accessed 2026-11-12

Helsedirektoratet: Public AI service for health-related questions — accessed 2026-11-12

Cite this — Evidoria. *Helsedirektoratet's Health-Advice Chatbots in Norway's Data Protection Sandbox — Consent Works as a Legal Basis, but the Bots Are Not Anonymous*. Persistent ID: 2c5b18d0-bf54-4427-aa9d-bb4cfada7214.