Kalmar's AI Transcription for Social Services in IMY's Innovation Sandbox — Sweden's Privacy Regulator Finds a Likely Legal Basis but Warns of Automation Bias in Caseworker Review

AI in the Public Sector · Good practice · Sweden

Quality score: 53/100

Evidence strength: Moderate

Summary

Kalmar took AI transcription of social-worker meetings to IMY's privacy sandbox. IMY's April 2026 report: a legal basis can exist (GDPR 6.1 c/e, 9.2 h) and it is not automated decision-making, but over-trust and weak AI literacy threaten accurate review. Not yet deployed.

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 2026-11-18

Kalmar kommun, Socialförvaltningen (with IMY innovation sandbox) — accessed 2026-11-18

IMY final report — Transkribering inom socialtjänsten (IMY-2026-6527) — accessed 2026-11-18

Kalmar kommun DPIA — Barn och familj (May 2025) — accessed 2026-11-18

Österåker social services pilot evaluation of AI transcription (Apr 2026) — accessed 2026-11-18

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