



Using technology in the UK

How it can be bad for people's rights



**This is an Easy Read version of “Too much technology,
not enough empathy”
How the UK’s push to digitalize social security harms
human rights**

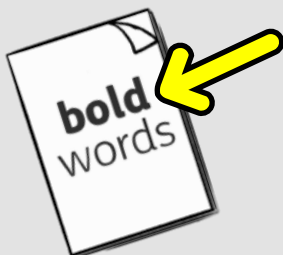
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



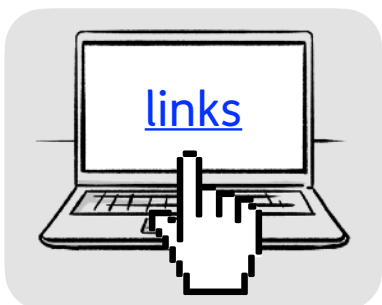
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this report	4
Rights	5
Using technology	6
Social security in the UK	9
What we think should happen	11
Find out more	17



You can fill in a quick survey to say what you think about this Easy Read booklet:
info.easy-read-online.co.uk/easy-read-feedback-survey

About this report



Amnesty International is a big charity that helps people whose rights are not being respected.

We have written this report about **technology** and **social security**.



Technology is gadgets and equipment like computers, phones and machines, as well as the programs, apps and systems that make them work.



Social security is money and support from the government. It can include pensions and benefits.



The UK government wants to use more technology when it gives people social security.

But we are worried that it might cause problems for people who need help.

Rights



Everyone has **rights** that the government must respect.



Rights are things that everyone has by law. They include a right to social security.



1 part of the UK government in charge of social security is called the **Department for Work and Pensions**, or the **DWP** for short.



We think that the DWP has been using technology in a way that does not respect people's rights.

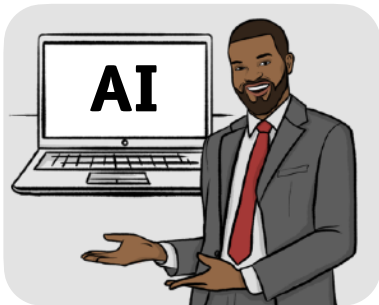
Using technology



The UK government wants to work in new ways.



They think this will help them to do more and save money.



One of their big ideas is to use more technology, including a type of technology called **AI**.



AI stands for **Artificial Intelligence**. It is when computers can do something that seems like thinking, and can also make choices.



Many countries around the world are looking at new ways to use technology like AI.



It is important to have rules about how to use new technology like AI.



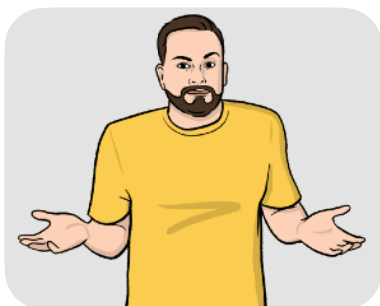
Rules help to protect people from being treated badly by technology companies and by governments



But many countries do not want to have many rules about technology like AI.



They only want to have rules that help technology companies and governments.



But this can mean that people are not properly protected from being treated unfairly by technology.



Governments say that technology makes life better for everyone.

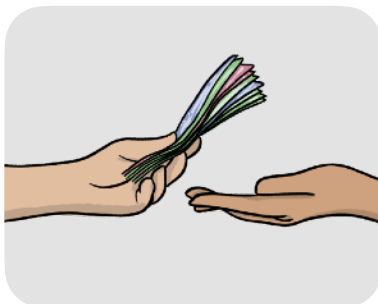


But technology is not always good at seeing what people really need and can leave some people out.



If AI makes bad choices, it can mean that people:

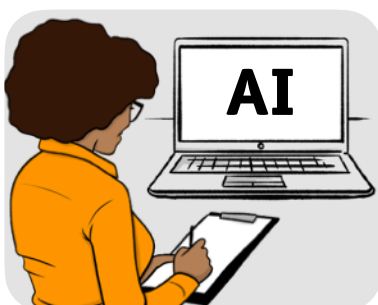
- Lose their homes.



- Have to borrow a lot of money.



- Feel stressed or worried.



We need to make sure that technology is not hurting people.

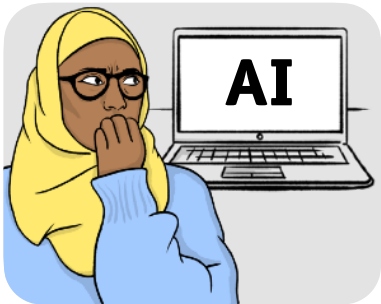
Social security in the UK



There are big problems with social security in the UK.



But technology has not fixed those problems.



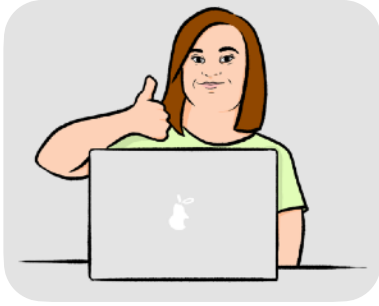
AI could cause even bigger problems.



The UK government is using some of the poorest people in the UK to test its new technologies and AI systems.



They are also spending less money on social security.



The problems are not just because of the technology itself.



They are because the UK government is using the wrong types of technology in the wrong ways.



Using some technology in a better way could help people rather than leave them out.



The UK government should involve people who get social security in choices about the new technology.



This could help make the system better.

What we think should happen

The UK government

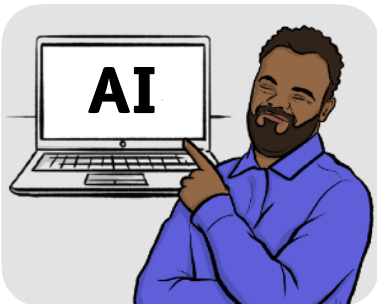
The UK government should:



- Look at how they use technology.



They should stop using any technology that does not respect people's rights.



- Be open and honest about the AI that they are using.



- Stop a new law called the Public Services, Fraud, Error and Recovery Bill 2025.

This law does not respect people's rights.

The UK government should also:



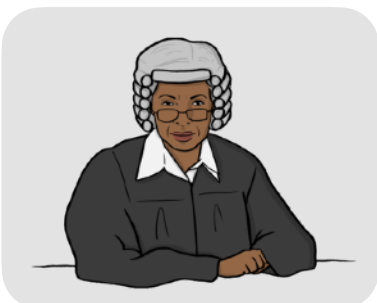
- Set up a new group. This group should have the power to make the UK's social security system better.



- Look at how they can get more money, to make sure there is enough to pay for social security.



- Make sure that social security respects everyone's rights.



- Help the courts to make sure that everyone's rights are respected.

The UK government should also:



- Make sure that people who need social security can get a fair amount of money and support.



People should get more from social security when prices go up.



Social security should also help people to pay for the extra costs of being disabled.



- Make sure that everyone can get social security, even if they are not able to use services online.

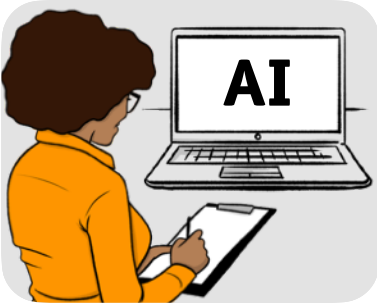


- Make laws for AI that respect people's rights.

The UK government should also:



- Stop the DWP from using lots of people's information.



- Always check whether new AI systems are respecting people's rights.



- Make sure that people can find out how AI has made choices that affect them.



People should have the chance to ask for a different choice if they disagree.

Governments around the world

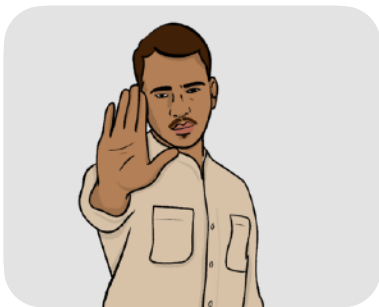
Governments around the world should:



- Only use technology in ways that respect people's rights.



- Never use technology in ways that could hurt people.

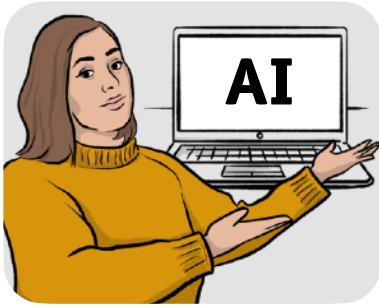


- Not make, buy or sell technologies that do not respect people's rights.



- Make sure that new technology is easy for disabled people to use.

Governments around the world should also:



- Be open about new technology, and help people to understand how it works.



- Have a group that checks that new technology is fair.



- Think about all of the different ways that people might be treated unfairly.

This could be because of their race, disability, age or how much money they have.



- Make rules about how to use technology.

Find out more



You can look at our website here:
www.amnesty.org.uk