

EN

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Answer given by Executive Vice-President Virkkunen
on behalf of the European Commission
(7.11.2025)

The Commission recognises the potential consequences that users may experience as a result of developing emotional dependence on artificial intelligence (AI) systems.

The AI Act¹ foresees several mechanisms to address this phenomenon. It prohibits AI systems that employ subliminal or deceptive techniques to distort human behaviour or exploit vulnerabilities, particularly when these lead to significant harm². It also sets transparency obligations for AI systems that interact with people³. As AI chatbots are being built on general-purpose AI (GPAI) models, providers of those models may also bear responsibilities to mitigate risks⁴. As for the alert system, providers of high-risk AI systems (e.g. a chatbot with emotion recognition functionality) must report any serious incident to the competent market surveillance authority⁵. They must also implement risk management measures⁶.

If an AI chatbot is deployed as part of the provision of a very large online platform (VLOP) or a very large online search engine (VLOSE) service within the meaning of the Digital Services Act (DSA),⁷ providers of those VLOPs and VLOSEs must assess and mitigate the systemic risks⁸, including risks to physical and mental well-being⁹. The Guidelines on protection of minors under Article 28 DSA recommend additional measures to ensure a high level of privacy, safety and security of minors¹⁰.

In 2025, the Commission issued a proposal for a Council decision on the EU's conclusion of the Convention on Artificial Intelligence¹¹. Ratification is currently pending the final decision

¹ <https://eur-lex.europa.eu/eli/reg/2024/1689/oj/eng> The AI Act applies progressively, with a full roll-out by 2 August 2027. Currently, just part of the AI Act provisions, in particular prohibitions, obligations for general-purpose AI models and AI literacy requirement are in force. The obligations regarding high-risk systems listed in Annex III (self-standing AI systems) and the transparency requirements (Article 50) will apply as of 2 August 2026. National and European level enforcement will begin on 2 August 2026.

² Article 5(1)(a) and (b) AI Act.

³ Article 50 AI Act.

⁴ Applicable to models with systemic risks; Chapter V AI Act. Any GPAI model with systemic risk placed on the Union market from 2 August 2025 onwards is subject to obligations to assess and mitigate systemic risks, and to report relevant information on serious incidents to competent authorities. The Safety and Security Chapter of the General-Purpose AI Code of Practice (<https://digital-strategy.ec.europa.eu/en/policies/contents-code-gpai>) provides further guidance on this obligation; harmful manipulation, which may include undue influence in highly sensitive contexts such as suicide detection, is explicitly identified as a systemic risk.

⁵ Article 73 and Article 3(49) AI Act.

⁶ Article 9 AI Act.

⁷ <https://eur-lex.europa.eu/eli/reg/2022/2065/oj/eng>.

⁸ Article 34 DSA. Providers are also required to put in place reasonable, proportionate and effective mitigation measures, including testing and adapting their algorithmic systems (Article 35 DSA).

⁹ Providers of online platforms accessible to minors should put in place appropriate and proportionate measures to ensure a high level of privacy, safety and security of minors, on their service (Article 28(1) DSA).

¹⁰ https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:C_202505519.

¹¹ Proposal for a Council decision on the conclusion, on behalf of the European Union, of the Council of Europe Framework Convention on Artificial Intelligence and Human Rights, Democracy and the Rule of Law, COM/2025/265 final, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:52025PC0265>. The Council is empowered to adopt decision on conclusion, on behalf of the EU, of the Convention pursuant to Article 218(6)(a)(v) TFEU. The Framework Convention sets out high-level principles and objectives. Parties to the

of the Council after having obtained the consent of the European Parliament. The Commission has been actively involved throughout the negotiation process to ensure consistency with the AI Act.

Convention will have to implement it through appropriate legislative, administrative or other measures to give effect to its provisions. The Convention should be exclusively implemented in the EU through the AI Act, which fully harmonises the rules for the placing on the market, putting into service and use of AI systems, and other relevant Union acquis, where applicable.