

AI acceptable use policy

A template to adapt for your business

Business name

Adopted on

Next review

AI tools can save your team real time. They can also send confidential information somewhere you cannot get it back from. This policy sets out what staff may use, what must never be typed into a tool, and what to do when something goes wrong.

1. What this covers

- This policy applies to everyone who works for us, including employees, contractors, temporary staff and volunteers.
- It covers any tool that generates or analyses content using artificial intelligence. That includes chat assistants, writing and image tools, meeting transcription, translation, and AI features built into software you already use.
- It applies whenever you are doing our work, on any device, whether or not you are in the office.

2. Tools you may use

- Use only the tools listed below. They have been checked, and we know what happens to information put into them.
- If you want to use something else, ask before you use it, not after. New AI features often appear inside software we already have, and those need approving too.
- Do not install AI browser extensions or desktop tools without approval.

Approved tools, and who to ask about a new one

3. What must never go into an AI tool

Assume anything you type in leaves the business and cannot be taken back. Never enter:

- Customer or employee personal information, including names, contact details, or anything else that could identify someone.
- Anything covered by a confidentiality agreement or a client contract.

- Bank details, card numbers, payroll or other financial records.
- Passwords, keys, or anything else used to get into a system.
- Health information, or anything about a person's private life.
- Unpublished commercial information such as pricing, tenders or plans.

Putting personal information into an AI tool means sharing it with that provider. Unless somebody has checked their terms and our reason for doing so, treat it as not allowed.

4. Checking what comes out

- Treat every answer as a draft written by a confident stranger. Check anything factual before you rely on it.
- Check figures, dates, quotations and references yourself. AI tools invent these convincingly.
- Do not use AI output as legal, financial, medical or safety advice.
- A person must read and approve anything before it goes to a customer or gets published.
- You are responsible for what you send. The tool is not.

5. Being straight about it

- If a customer asks whether AI was involved in something, answer honestly.
- Do not present AI-written content as your own professional judgement where a customer is paying for that judgement.
- Do not use AI to imitate a real person or another business, in writing, voice or images.

6. Accounts and security

- Use the business account provided for a tool, not a personal one, so that access can be removed when someone leaves.
- Switch on multi-factor authentication wherever the tool offers it, and never share a login.
- Where a tool has a setting controlling whether your conversations are used to train the provider's models, turn it off.

7. If something goes wrong

- If information goes into a tool that should not have, say so the same day. Speed limits the damage.
- Nobody is in trouble for reporting a mistake quickly. Hiding one is the problem.
- Do not delete the conversation or the record. It is how we work out what was exposed.

Tell this person

8. Keeping this current

- This policy is reviewed at least once a year, and whenever we take on a new tool.
- Deliberate or repeated breaches will be handled under our normal disciplinary process.

This policy is owned by

9. Staff acknowledgement

I have read this policy and understand what I may and may not put into an AI tool.

Name

Signature

Date

Before you adopt this. This is a template to adapt, not legal advice. Read it through, change anything that does not match how you actually work, and delete what does not apply. If you handle health records, children's data or anything else sensitive, take proper advice before you adopt it.