

AI policy

Fill in the parts in square brackets, talk it through with your team, then ask everyone who uses AI at work to read and sign it. Review it at least every six months. It isn't legal advice.

Business	[Your business]
Policy owner	[Name, role]
Approved by	[Name, role]
Date	[DD/MM/YYYY]
Next review	[DD/MM/YYYY]

1 Why we have this policy

AI tools can save us time on drafting, summarising and finding information. They can also get things wrong, and anything we type into them leaves our hands. This policy sets out which tools we use, what never goes into them, and who checks the results.

2 Who it applies to

Everyone who works for or with [Your business] and uses an AI tool for our work, on any device, including contractors and temporary staff.

3 The tools you may use

Use only the tools in this table, through the business account we set up. Don't use personal accounts for work. If you'd like to use another tool, ask [policy owner] first.

Tool	What it may be used for	Account Business account only	Approved by Name and date
[For example, Microsoft 365 Copilot]	[Drafting, summarising our own documents]	[Our Microsoft 365]	
[Tool]	[Use]	[Account]	
[Tool]	[Use]	[Account]	

4 What must never go into an AI tool

- Personal data about customers, staff or anyone else, unless the tool is approved for it in the table above and [data protection lead] has agreed.
- Health, financial hardship or other sensitive personal data.
- Client-confidential material, or anything covered by a confidentiality agreement.
- Passwords, access codes, bank details or card numbers.
- [Anything else specific to your business, such as prices or bids]

5 What may go in, with care

- Your own drafts and notes with names and identifying details taken out.
- Public information, such as published guidance or your own website.
- Internal documents, in an approved tool that keeps each person to the files they can already open.

6 Checking AI work

- A person checks every piece of AI work before it's used, sent or published.
- Check facts, figures, names, dates and quotes against the source. AI tools can state wrong things confidently.
- AI never makes decisions about people, such as hiring, pay or discipline. A person decides.
- If you can't check it, don't use it.

7 New uses of AI

Before we start using AI for a new job that involves personal data, [data protection lead] decides whether we need a data protection impact assessment (DPIA). The ICO says most uses of AI with personal data need one.

8 Being open about AI

Tell clients when AI has helped with work they'd expect to come from a person, such as advice or a report. Never present AI work as checked when it hasn't been.

9 Mistakes and questions

If something goes into an AI tool that shouldn't have, or AI work goes out with a mistake, tell [contact] the same day. Ask [policy owner] if you're unsure about anything in this policy.

10 Review

[Policy owner] reviews this policy every six months, or sooner if our tools or the law change.

11 Agreement

I've read this policy and will follow it.

Name	Role	Signed	Date DD/MM/YYYY