Before and After: Turning an AI-generated policy into staff guidance

Before: the staff policy (AI-created draft)



Using AI at our Company

Introduction

Artificial Intelligence (AI) tools such as ChatGPT, Microsoft Copilot, and Google Gemini are changing how we work.

These powerful tools can help improve productivity, streamline processes and support innovation across the company.

However, all staff must use AI tools responsibly and in line with the Company's policies. This guidance sets out the key principles you should follow when using AI in your role.

Why this matters

While AI tools offer significant benefits, they also pose several risks. These include data protection and privacy risks, security vulnerabilities, intellectual property concerns and the potential for inaccurate or biased outputs.

Information entered into AI tools may be stored, processed, or used by third parties, which could unintentionally disclose sensitive or confidential information.

Failure to use AI tools appropriately could potentially expose the Company to legal, regulatory, financial or reputational harm.

Key principles

Do:

- Use only AI tools that have been approved by the Company
- Review and verify all AI-generated content for accuracy before use
- Be transparent about your use of AI where appropriate
- Consider the ethical implications of using AI in your work
- Complete any required AI training

Don't:

- Enter any personal data, confidential information or commercially sensitive information into public AI tools
- Rely solely on AI outputs for important decisions
- Use AI tools to create misleading, discriminatory, or inappropriate content
- Share login credentials for AI tools
- Use personal accounts or unapproved apps for work-related tasks

After: the rewrite



Using AI at work. What's OK, what's not and why

Most of us are already using AI at work in one way or another.

This guide answers the questions you've wanted to ask, so you can use AI without putting yourself or the Company at risk.

What Julie didn't know about using data with AI

Julie has been asked to clean a client's customer sales spreadsheet, and it's a mess. It has missing data, data in the wrong cells, and two columns with abbreviations instead of titles. The client gave her a guide to the abbreviations and wants to keep them in the spreadsheet.

As her manager wants this done by the end of the day, she removes anything she thinks could identify their customers. She deletes names and email addresses, checks the rest, and can't see anything that could cause a problem.

She then uploads the spreadsheet to a free chatbot to help sort out the mess.

Unfortunately, some data that looks ordinary is unique to that person and could identify them, such as a job title or an account username (even if it doesn't look like a real name). The data isn't as anonymous as Julie thinks, and now it's on another organisation's servers; what they do with it depends on their terms and conditions.

What Julie has done isn't unusual; under pressure, we try to do the right thing to get the job done, and a free chatbot that can process lots of data in a few minutes helps us do that.

How you can use AI safely

The Company has two approved AI chatbots you can use. You can find the information you need on the staff portal's AI page. You can also find out what's safe to upload to the chatbots and what isn't.

If you're not sure, contact the Data Protection Team. They can explain what you can upload to the chatbot and help you use AI as an assistant to complete your project.

What to do before you upload to a chatbot

In Julie's case, some columns couldn't be uploaded to the chatbot because the data was sensitive, but she could ask it to help sort the other columns and then work from there to make the spreadsheet usable again.

She would need to put the data she wants to share into a clean spreadsheet, not delete information from the current one and then upload it with a new filename.

How the AI chatbot can help

- It can standardise formats
- It can put data in the correct column
- It can flag gaps for Julie to check
- Julie can ask it for a list of the changes it has made so she can compare the two versions

For the last point, the chatbot won't know what the abbreviations mean, but Julie will have a guide to check them against to make sure they're correct.

What if you realise you've uploaded a spreadsheet or other data into a chatbot like Julie?

As soon as you do, note when you uploaded the document or data, explain it to your manager, and they'll go with you to the Data Protection Team.

We understand accidents happen; what matters is handling them the right way for you and us.

What Changed

The AI version is a shortened version of the original two-page draft document. As a straightforward policy document, the AI version works.

But would staff follow it?

Because that's what you need them to do to keep your company's data and information safe.

What changed:

- A relatable, real-life example
- What to do instead
- What the chatbot can and can't do
- What to do if it's too late and something has already been uploaded
- A no-blame style and tone

Created by Sara Edlington.

Technology communications specialist

Email: sara@sandsedlington.com

www.sandsedlington.com