



CHATGPT (ARTIFICIAL INTELLIGENCE) POLICY

A) INTRODUCTION

We recognise that the use of artificial intelligence (AI) is on the increase and has been harnessed by some organisations to save time and resources and enhance the user experience. Artificial intelligence refers to computer systems that can think or act in a more human way, taking information from their surroundings to perform tasks that usually require human intelligence.

ChatGPT is an example of an AI chatbot that can provide answers to questions a user asks it. It can create content formatted in accordance with specific instructions. Although there are multiple benefits to using ChatGPT, it can be problematic when used in the workplace. Therefore, we have set out below our rules on the use of ChatGPT, both as part of your role and in your own time, in order to protect our business interests.

B) RISKS ASSOCIATED WITH THE USE OF CHATGPT

By the admission of its own creators (OpenAI), ChatGPT has its limits. For example, it can:

- give an incorrect answer to the question asked;
- give inconsistent answers when asked the same question more than once;
- provide outdated information;
- provide information that is biased or discriminatory;
- create a security or data protection risk when confidential information is inputted;

In addition, it can engineer a false view of someone's capabilities when the information it provides is used inappropriately.

C) USING CHATGPT

You are permitted to use ChatGPT to carry out your tasks. However, you must be aware of the risks as set out above. You remain entirely responsible for the quality and accuracy of your work.

Failure to maintain the required quality and accuracy of your work may result in the initiation of disciplinary or capability procedures.

Whether during your work activity or in your own time, you must not input any information into ChatGPT that:

Approved: Jan 24

Review: Jan 25

- identifies our organisation either directly or indirectly
- is reasonably considered to be confidential or sensitive organisation information including any content that you have created as part of your work.

This is because ChatGPT learns from the information that is inputted and can provide information to subsequent users based on the information it receives.

D) CONFIDENTIAL OR SENSITIVE INFORMATION

Where referred to above, “confidential or sensitive information relating to our organisation” includes, but is not limited to:

- Information about employees
- Information about customers/clients/suppliers/service users
- Financial information
- Internal policies and procedures
- Software code