

# Neighbourly AI 123 - AI Policy Template - Draft

This is a draft policy template which you could adapt and use in your organisation.

It's important to note that this draft policy is provided by way of guidance only, and is not intended to meet the requirements of any specific organisation. You will therefore need to carefully consider specific areas around your charity/ good cause focus, to amplify and include further details as necessary, eg. safeguarding and ensure you comply with relevant laws.

## AI Policy Document for Charity Leaders, Volunteers, and Service Users - UK

### Introduction

As artificial intelligence (AI) continues to evolve, charities must navigate its use responsibly and ethically. This policy document outlines guidelines for when and how AI assistants may be used within our organisation while prioritising ethics, safety, security, safeguarding, and legal compliance.

#### 1. Purpose of the Policy

This policy aims to ensure that AI technologies are used effectively, ethically, and securely, empowering our work while upholding the values and responsibilities we hold toward our beneficiaries, volunteers, and staff.

#### 2. Scope of the Policy

This policy applies to all charity leaders, volunteers, and service users who might interact with AI assistants in any capacity within the organisation.

#### 3. Ethical Considerations

##### 3.1 Transparency

- Ensure clarity on how AI is used in our operations.
- Inform service users about AI involvement in their interactions.

##### 3.2 Non-discrimination

- Avoid using AI that may lead to biased or discriminatory outcomes.
- Regularly evaluate AI systems for fairness and inclusivity.

##### 3.3 Accountability

- Establish clear responsibilities for the oversight and decision-making surrounding AI use.
- Ensure that staff and volunteers understand the implications of AI decisions on individuals and communities.

##### 3.4 User Dignity

- Always respect the dignity, privacy, and autonomy of service users.
- Design interactions with AI that prioritise user well-being.

#### 4. Safety and Security

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## 4.1 Data Protection

- Comply with data protection laws (e.g., General Data Protection Regulation [GDPR], Data Protection Act 2018 in the UK) regarding the collection, use, and storage of personal information.
- Implement strong security measures to protect data from breaches.

## 4.2 Secure AI Usage

- Train staff and volunteers on the secure use of AI tools.
- Ensure that any AI tools used are from reputable providers with proven cybersecurity protocols.
- Apply the same security measures as are applied to all other IT applications, including strong passwords and updating applications as required.

## 4.3 Emergency Protocols

- Establish clear procedures for instances when AI tools fail or produce erroneous information.
- Provide alternative support options that do not rely on AI.

## 5. Safeguarding and Vulnerable Populations

### 5.1 Protection of Vulnerable Individuals

- Be cautious when using AI tools that provide advice or services to vulnerable individuals (e.g., children, elderly, or those with disabilities).
- AI should not replace human interaction or empathy, especially in safeguarding contexts.

### 5.2 Informed Consent

- Seek informed consent for the use of AI in any interaction involving service users.
- Ensure users understand their rights and the implications of AI involvement.

## 6. Authorised AI Applications

- We allow access to the following AI applications to be used for the purposes of our organisation:
  - [LIST PERMITTED APPLICATIONS]
- This list may be updated at any time by us. If you think there is an AI application that should or should not be on the permitted list, please contact [INSERT NAME].

## 7. Legal Compliance

### 7.1 Adherence to Laws

- Understand and comply with all relevant laws and regulations related to AI and data protection, including but not limited to:
  - UK General Data Protection Regulation (UK GDPR): Governs data protection and privacy in the UK. It ensures individuals have rights regarding their personal data, including the right to access their information and the right to request correction or deletion.

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- Data Protection Act 2018: This Act supplements the UK GDPR, establishing additional regulations for the processing of personal data, including handling of sensitive personal data, rights of individuals, and obligations for data controllers and processors.
- Equality Act 2010: Protects individuals against discrimination in various areas, including employment and the provision of services. Charities must ensure that AI systems do not lead to discriminatory practices.
- Children and Families Act 2014: Provides protections for children and young people. When using AI in contexts that involve children, ensure compliance with obligations to safeguard their well-being.
- The Investigatory Powers Act 2016: Regulates the use of surveillance and data collection by public authorities. Any AI usage involving surveillance or data collection must comply with this law.
- Digital Economy Act 2017: Contains provisions related to data sharing and data-related regulations that may influence how AI systems can operate concerning customer data.

## 7.2 Intellectual Property Rights

- Ensure that AI systems used do not infringe on intellectual property rights.
- Credit original creators of AI tools and content appropriately.

## 8. When Not to Use AI Assistants

### 8.1 Sensitive Discussions

- Avoid using AI for discussions regarding sensitive issues that require human empathy and understanding (e.g., mental health crises, personal trauma).

### 8.2 Personalised Care

- Do not use AI to provide personalised care or counseling without appropriate human oversight and expertise.

### 8.3 Critical Decision-Making

- Refrain from using AI to make critical decisions affecting individuals' lives without human verification and context.

### 8.4 Informed Judgment

- Do not rely on AI for matters requiring nuanced human judgment, such as ethical dilemmas or complex social situations.

### 8.5 Legal and Compliance Issues

- Abstain from using AI in legal contexts where compliance and regulatory requirements must be meticulously adhered to.

### 8.6 Confidential Information

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- Ensure that confidential, sensitive or proprietary information or our organisation, or that of any third-party we work with, is not entered as a prompt.

## 9. Review Outputs and Understand Limitations

- Apply critical thought to all outputs of AI applications. as AI technology is in its infancy and it cannot apply judgment.
- Always fact and sense check output before being relied upon for the purposes of the organisation.

## 10. Monitoring

- The organisation reserves the right to monitor all content (including any prompts, or outputs) on any AI technologies used for the organisation's purposes. This will only be carried out to the extent permitted by law, in order for us to comply with a legal obligation or for the legitimate purposes of the organisation, for example:
  - to prevent misuse of the content and protect the organisation's confidential information (and the confidential information of our leaders, staff, volunteers and service users);
  - to ensure compliance with our rules, standards of conduct and policies in force from time to time (including this policy);
  - to ensure that the organisation's facilities or systems are not used for any unlawful purposes or activities that may damage our organisation or reputation; or
  - to comply with legislation for the protection of intellectual property rights and to support proprietary rights in the output.

## 11. Review and Iteration of the Policy

- This policy will be reviewed annually or as needed to incorporate new developments in AI technologies, changing legal standards, and evolving ethical considerations. Feedback from charity leaders, volunteers, and service users will be taken into account in future iterations.

## Conclusion

The responsible use of AI can enhance our charitable efforts, but it is imperative to remain vigilant regarding ethics, safety, security, safeguarding, and legal compliance. Adhering to this policy will help ensure that AI serves to empower rather than complicate our mission to assist those in need.

Approved by: [Charity Leadership]

Date: [Insert Date]

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## Notes

To remain compliant with the UK General Data Protection Regulation (UK GDPR), you must ensure that personal data is processed lawfully, transparently, and for specified purposes. Data must be kept accurate, secure, and only retained for as long as [necessary](#). Additionally, individuals have rights to access, correct, delete, and port their data, and you must facilitate these rights.

For the Data Protection Act 2018, you need to follow the same principles as the UK GDPR but also handle sensitive personal data with extra care. This includes obtaining explicit consent for processing such data and ensuring robust security measures are in [place](#).

Under the Equality Act 2010, you must ensure that AI systems do not discriminate against individuals based on protected characteristics such as age, disability, gender reassignment, race, religion, sex, and sexual orientation. This involves conducting impact assessments and implementing measures to prevent discriminatory [outcomes](#).

The Children and Families Act 2014 requires that any AI systems used in contexts involving children must safeguard their well-being. This means ensuring that the AI does not harm children and that their data is protected with extra [vigilance](#).

For the Investigatory Powers Act 2016, any AI usage involving surveillance or data collection must comply with regulations on lawful interception and data retention. This includes obtaining necessary permissions and ensuring transparency in data collection [practices](#).

The Digital Economy Act 2017 contains provisions related to data sharing and data-related regulations that may influence how AI systems operate concerning customer data. Compliance involves adhering to data sharing rules and ensuring that data is used ethically and [responsibly](#).

[EU AI Act](#): Requires that high-risk AI systems avoid discriminatory or biased outcomes. The Act mandates transparency so users understand AI capabilities and limitations. Together, these measures help ensure that AI-generated content aligns with fundamental rights, promoting non-discrimination and equality.

They state the limitations of AI tools in bias detection, language bias and discrimination, which is particularly high risk for HR: While these popular tools can generate content quickly and efficiently, they have significant limitations in the area of bias detection and Inclusive Language. Because these tools are not able to consistently recognise and correct language that is biased. Agentic language for example—terms with connotations of competition and assertiveness—can unintentionally discriminate and exclude underrepresented groups, especially in recruitment.