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Artificial Intelligence (AI) Framework and Policy

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Version #	1.0
Policy Owner	[Insert Policy Owner here]

1. Introduction

Artificial Intelligence (AI) is becoming integral to many business operations, offering opportunities for automation, insights, and efficiency. However, the use of AI also brings challenges and risks that must be managed carefully. This policy establishes a framework to guide the safe, compliant, and ethical integration of AI technologies in business processes. Some of the key processes outlined in this policy may be considered when implementing AI systems. Depending on the complexity and maturity of your business, not all processes may be necessary, and the level of detail may vary. This policy template provides a generic framework that can be adapted to fit the specific needs of your organisation.

2. Purpose and Scope

The purpose of this policy is to provide guidance on the principles and processes that should be considered when implementing AI systems within the organisation. It is designed to ensure that AI technologies are integrated responsibly, addressing legal, ethical, and operational considerations. This policy serves as a flexible framework that can be adapted to the specific needs of your business, depending on its complexity and maturity. It applies to all AI tools, models, and platforms used within the organisation, as well as the data and systems they interact with.

3. Definitions

Term	Definition
Artificial Intelligence (AI)	Technology that mimics human intelligence by enabling machines to learn, reason, and make decisions.
AI System	Any technology solution that employs AI algorithms, including machine learning models, predictive analytics tools, and decision-support systems.
Machine Learning (ML)	A subset of AI that uses data to train algorithms, allowing them to make predictions or decisions without being explicitly programmed.
AI Governance	A framework that oversees the ethical, legal, and technical management of AI systems.
Data Integrity	The accuracy, completeness, and consistency of data used in AI systems.
Bias	The unfair or discriminatory outcomes produced by an AI system due to flawed data, design, or assumptions.
Ethics	Principles of fairness, accountability, transparency, and responsibility as they relate to the use of AI.

4. Policy Statements

- **Purpose of AI Usage:** The business uses AI technologies to assist with tasks such as content creation, process automation, and customer interactions. These AI tools are designed to improve efficiency and support decision-making while adhering to the company's standards of accuracy, fairness, and transparency.

- **Data Sensitivity and Protection:** AI systems used within the business will only process data that is appropriate for the intended task. Personal data, proprietary business data, and other sensitive information will only be used with proper legal grounds and protections, such as anonymisation or encryption, where necessary. AI tools must comply with all applicable data protection laws, including GDPR and industry-specific regulations.
- **Risk Assessment:** All AI systems must undergo a risk assessment before being implemented. This includes evaluating the type of data the system processes, identifying potential biases, and ensuring compliance with relevant regulatory frameworks. AI systems will be classified as low, medium, or high risk based on their impact on the business.
- **Data Input and Usage Governance:** Staff are required to follow strict guidelines when inputting data into AI systems. Only authorised personnel may input personal, proprietary, or sensitive data into AI tools, and explicit consent must be obtained where applicable. Data must be accurate, up-to-date, and ethically sourced to ensure the AI system generates reliable outputs.
- **Accountability for Deliverables:** Users are responsible for verifying the accuracy, appropriateness, and legality of all AI-generated outputs before incorporating them into final deliverables. While AI tools can assist with tasks, employees remain fully accountable for the final work product, ensuring it aligns with the company’s standards and expectations.
- **Transparency and Disclosure:** The business will disclose when AI technologies have been used to generate content or interact with customers. This includes adding a note to public-facing content or customer service interactions where AI tools have been used, ensuring transparency and trust with stakeholders.

5. Key Processes

5.1 Risk Identification and Assessment

The first step in using AI is to assess the scope and potential impact of the AI tools being used. The risks involved may be less about critical decision-making and more focused on the ethical use of data for tasks like automating reports, creating policies, or supporting customer interactions.

- **AI Inventory:** Create a simple inventory of all AI tools in use. This might include text generation tools (e.g., for policy writing), chatbots, or content management systems that use AI to improve efficiency. For each, document:
    - the tool’s purpose (e.g., content creation or automating responses).
    - the type of data it uses (personal data, proprietary business data, etc.).
- **Risk Assessment Framework:** Develop a framework to evaluate AI risks, focusing on:
    - **Data Sensitivity:** Evaluate the type of data being processed and ensure the data used by AI is appropriate (e.g., ensuring that sensitive person data is not used).
    - **Potential Bias:** Even for simpler tools, businesses should check for bias, particularly in generated content or customer interaction tools.
    - **Regulatory Impact:** Review how the system complies with data protection laws, such as the General Data Protection Regulation (GDPR), and whether it meets industry-specific regulatory standards.

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