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A one-page AI policy for your team

AI in Your Business

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A one-page AI policy for your team

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If anyone on your team uses AI, you already have an AI policy: each person's own, which nobody wrote down. One sheet saying **what may be used, what data may be pasted, who checks, and whom to ask** avoids the two usual problems: customer data in some random tool, and error-ridden texts sent out under the company's name. It fits on a page and reads in five minutes.

The seven points on the sheet

Point	What to write	Example
1. Approved tools	The list the company accepts, and the account to use	"Work accounts only. Ask before installing another."
2. Data	Three levels: allowed, allowed anonymised, never	Green: public texts. Amber: cases with names swapped. Red: passwords, keys, bank details, health data, customer lists.
3. Review	Nothing goes out without a person reading it	"Whoever sends is responsible for checking names, amounts, dates and links."
4. Money and complaints	Never automatic	"Replies about refunds, prices and complaints are written or approved by a person."
5. Transparency	When to say AI was used	"Chatbots say they are AI. In texts signed by a person, the signer answers for them."
6. When something goes wrong	Whom to tell, and quickly	"If you pasted something you should not have, tell the person in charge that day; nobody is punished for speaking up."
7. Reviewing the policy	A date and an owner	"Reviewed every six months or when a tool changes."

How to make it work

1. **Ask first what people already do.** A twenty-minute chat with the team shows uses you had not imagined, and what the policy will have to rest on.

2. **Write in everyday language,** on one page. If you have to explain it, it is too long.

3. **Give examples, not only bans.** “You may ask for an e-mail draft without names” helps more than “do not use personal data”.

4. **Name one person to ask** when in doubt, with a name and a way to reach them.

5. **Tie it to the rules you already have:** the privacy policy, the customer contract and the security rules. See **data protection on your site**.

An AI policy is not only for people in an office. Whoever builds the site, runs the social media and answers the phone also uses these tools. If you work with freelancers or an agency, give them the sheet and ask them to follow it in the work they do for you.

A policy nobody reads does not exist.
Present it in person, hand it to anyone joining the team, and review it when a real case comes up. Do not copy it from another company: what protects one may not suit yours.

Point 2 (the data) matters most. If you only have time for one,
make the list of what never gets pasted
and stick it next to the screen. See **the data terms of AI services**.

NEED A HAND?

Need help with the technical side of protecting your site and accounts? Open a ticket.

Open a support ticket →

SEE ALSO

What happens to what you type into an AI service: reading the data terms →

AI for a small business: what to hand over and what to keep in human hands

AI hallucinations: how to check an answer before you use it

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