# **Template Policy on the use of Generative AI tools for internal and customer facing work**

## **Policy Objectives**

1.1 This policy sets out guidelines for the use of Generative AI tools within [insert company], ensuring that only secure, enterprise-grade AI platforms capable of handling confidential and sensitive data are used.

1.2 This is essential to protect [insert company] ‘s assets, maintain regulatory compliance, and mitigate risks associated with data security and privacy.

1.3 Generative AI means artificial intelligence software that creates or ‘generates’ new text, video, audio, code, or synthetic data.

## **Policy Scope**

2.1 This policy applies to all products and systems that fall into the category of Generative AI.

2.2 This policy applies to all employees, contractors, third-party vendors, and other stakeholders who interact with Generative AI tools on behalf of [insert company].

## **Policy Statements**

3.1 [insert company] mandates the exclusive use of secure, enterprise-grade Generative AI tools for any task involving confidential, proprietary, or sensitive information. These tools must be vetted for their ability to handle data securely and comply with relevant legal and regulatory frameworks.

3.2 Only pre-approved Generative AI platforms may be used. Approved tools must:

* guarantee UK data sovereignty in its fullest meaning, including protection from exposure to foreign jurisdictions and laws;
* offer contractual assurances regarding data security, including compliance with standards such as GDPR, and other applicable regulations;
* explicitly state that they do not store or use customer data for training models without express consent.

3.3 The use of non-approved Generative AI tools, including free or publicly available versions, is strictly prohibited for any activity involving:

* confidential company or customer data;
* Personally Identifiable Information (PII);
* intellectual property.

3.4 For customer facing work, employees must confirm in advance that the use of enterprise grade Generative AI tools are permitted by the customer.

3.5 Responses from a Generative AI tool must be reviewed for accuracy and quality control and responses from a Generative AI tool must be materially edited/revised if used directly in work product intended for third parties, such as customer presentations or marketing materials.

3.6 Pre-approved Generative AI platforms are: [relaxAI](https://relax.ai/)

3.7 Employees found violating this policy may be subject to disciplinary action, up to and including termination.

## **Exceptions**

There are no exceptions to this policy.