Use of AI Chatbots at Work Policy

The Bristol Methodist District. (Charity Number 1134873)

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1   Introduction

1.1   This policy sets out our approach to the use of AI-powered chatbots such as ChatGPT and Google Bard for work-related activities.

1.2   We understand the need to embrace emerging technology and recognise that AI-powered chatbots can produce impressive responses on a wide range of subjects. However, these large language models present a number of risks that we cannot ignore.

1.3   When you are using these tools for work-related activities, it is imperative for us to ensure that you do so in a safe and responsible way, and in a manner that does not compromise the organisation or its reputation.

1.4   The aim of this policy, including the limits that we have set on the use of AI-powered chatbots for work-related activities, is to mitigate against these risks.

1.5   The policy does not form part of your contract of employment, and we reserve the right to amend it at any time.

2   Scope

2.1   This policy applies to anyone working for us. This includes employees, workers, contractors, volunteers, interns and apprentices.

3   What is an AI-powered chatbot?

3.1   An AI-powered chatbot such as ChatGPT and Google Bard uses artificial intelligence (AI) and natural language processing (NLP) to interrogate extensive data from the internet to engage in conversations with users.

3.2   The purpose of these tools is to provide users with responses to questions across a wide range of subjects.

4   Use of AI-powered chatbots for work-related activities

4.1   It is not our intention to impose a ban on using AI-powered chatbots to assist with work-related activities. In fact, we encourage their use where they can save time and expense.

4.2   However, there are risks and limitations associated with using these tools. Some of the risks that we have identified in this policy are real and others are speculative. Either way, it is imperative that you comply with the rules set out in this policy.

5   Acceptable use of AI-powered chatbots

5.1   As a general principle, the types of tasks that AI-powered chatbots may be used for at work include:

        5.1.1   brainstorming ideas;
        5.1.2   basic research;
        5.1.3   language translation; and
        5.1.4   proofreading.

5.2 If you use output from an AI-powered chatbot in any work-related activity, you must tell your Line Manager. You must also adhere to the rules set out below.

6 Prohibited use of AI-powered chatbots

6.1 You are strictly prohibited from using AI-powered chatbots to:

6.1.1 carry out any task that has legal and/or financial consequences, for example to draft terms and conditions or other legal documents;

6.1.2 carry out any part of a grievance or disciplinary procedure, for example to decide a grievance outcome or appropriate disciplinary penalty;

6.1.3 carry out any task that requires you to input the organisation's confidential information or personal employee data, for example for financial forecasting.

6.2 What is acceptable and what is prohibited will depend on your job and the nature of the task that you are engaged in. If you are unsure about using an AI-powered chatbot for a task that you are undertaking, you should speak to your Line Manager for further advice.

7. Inaccurate and unreliable information

7.1 Although AI-powered chatbots have come a long way, it is important that you are aware that their responses may not always be accurate or reliable.

7.2 We expect you to verify any generated content, prior to relying on it, using more credible sources.

8 Bias

8.1 AI-powered chatbots are prone to bias due to the data that they are trained on and output from these tools may be unfair to certain groups of people.

8.2 We are committed to promoting a working environment based on dignity, trust and respect, and one that is free from discrimination, harassment, bullying or victimisation.

8.3 If you are using output from any of these tools in your work, you must ensure that you address and correct any bias and comply with the organisation's Equality, Diversity and Inclusion Policy and Anti-Harassment and Anti Bullying Policy at all times.

9 Copyright infringement

9.1 When you receive a response from an AI-powered chatbot, you are not provided with any information about where that data has come from. For this reason, it may inadvertently include copyrighted works. There can be significant legal consequences for copyright infringement.

9.2 To minimise the risk of copyright infringement, you are prohibited from copying, reproducing and/or distributing entire or substantial parts of output from AI-powered chatbots.

9.3 You are also required to declare to your Line Manager when you have used an AI-powered chatbot for a work-related activity.

10 Confidential information

10.1 You should be aware that the content that you input into an AI-powered chatbot may be used to train its model and could form part of the responses to questions posed by other users.

10.2 It is imperative that, when you are using an AI-powered chatbot, you do not share any confidential information that belongs, or relates, to the organisation. This includes, but is not limited to:

10.2.1   details of clients, customers, suppliers, agents, partners, products, affairs, finances, employees, shareholders, managers or distributors of the organisation (whether actual or potential);

10.2.2   information relating to the security of our premises and communications systems;

10.2.3   commercial, financial, marketing, business development or business planning information;

10.2.4   customer lists, technical information and know-how comprising trade secrets and information that you are told is confidential or can be reasonably be expected to be confidential; and

10.2.5   any other information that is provided to you, by the organisation in confidence.

11   Data protection

11.1   You are strictly prohibited from sharing personal data and special categories of personal data with any AI-powered chatbot.

11.2   Personal data is any information that relates to a living individual who can be identified from that information. Special categories of personal data mean information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data.

11.3   Any personal data and special categories of personal data must be handled in accordance with our Data Protection Policy.

12   Breach of policy

12.1   We implement a strict policy with regards to the way in which output from an AI-powered chatbot is used in the workplace and the type of information that is inputted into chatbots.

12.2   Any breach of this policy, including any inadvertent disclosure of confidential information or personal data, will be treated as a disciplinary offence.

13   Changes to this policy

13.1   As these tools continue to advance and develop, we will carry on assessing and navigating the risks associated with using them to ensure that our policy remains current and effective. If there are any changes to this policy, we will notify you accordingly.

14   Further guidance

14.1   If you need further guidance or support on this policy, you can contact your Line Manager.

15   Review

15.1   This policy may be reviewed at any time at the request of any member of staff, but it will be automatically reviewed two years after initial approval and thereafter on a biennial basis unless organisational changes, legislations, guidance, or non-compliance prompt an earlier review.

16   Definitions

16.1   The Bristol Methodist District ("we", "us", "our")

16.2   The Employee ("you", "your")

Document control box

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