Guidance / policy for using Artificial Intelligence (AI) at [name of organisation]

Our values

At [name of organisation] we use technology to support our mission to [work of your organisation] with [who you work with] to create change.

At the same time, we're thinking carefully about the ethics, risks, and responsibilities that come with using them.

List any values that are important to your organisation. Mention any that are particularly important for your approach to technology. This will help staff and volunteers remain grounded in your organisation's work, recognising that technology offers tools and techniques that enhance your work: it is not the driver of your mission.

Why are we using AI?

We are investing in learning about AI, so that we can apply this to our work with the aim of increasing our impact and sustainability.

Do you have any relevant information to add here? E.g. spending more time with people who need you most, ensuring staff have appropriate skills for their roles and any they have in the future.

We are exploring how AI might help us to:

Free up staff time and create capacity, reduce administration and improve our processes. For example, we may use AI for: [delete / add as appropriate]

- AI meeting notes
- Transcribing interviews
- Creating copy for marketing
- Generating images for posters
- Help with funding bids
- Drafting email responses
- Analysing survey responses

You may wish to state where you have decided AI is not appropriate to use e.g. decision to not use for image creation

You can find further information and relevant training about Ai's use in the not-for-profit sector [link to resources from the programme].

This template is adapted from [ProMo Cymru's public AI Statement](#) by the NAVCA AI Toolkit for Councils for Voluntary Service. You can find further information about AI policies here.

Our principles for responsible use

Delete or add principles that are important to your organisation. The principles, 'accountability' and 'privacy' should stay in your guidance, although you may change the wording.

As useful as they are, AI tools may produce inaccurate or biased information. It is important to check your outputs to ensure your organisation safely gains the benefits of its use.

- **Accountability**: We keep the 'human in the loop', which means that we are responsible and accountable for the output.

- **Transparency**: We are open about why and how we're using it.

- **Careful intent**: We consider the impacts of AI and how we can intentionally use it to achieve our mission.

- **Knowledge sharing**: We are investing in learning about AI, so that we can apply this to our work and increase our impact.

- **Privacy**: We will not share personal data with AI tools without consent. We will use Premium accounts that have enhanced security for work where personal data is used.

- **Environment**: We recognise that AI has an environmental cost, and we don't yet have all the answers about how to address it. We're committed to learning, adapting our practices, and sharing what we discover.

  (An example is that we will not use Ai for everything we do e.g. we use our own photographs and what is already available before using Ai. We delete unnecessary files and data to reduce energy consumption in data centres.)

Resources and tools

Add line about using your workspace / existing environment if you have one.

Wherever possible or practical we use [Copilot/Gemini], particularly when using information specific to our organisation. This helps AI to learn about our work and use our documents (e.g. policies, presentations, documents) to create accurate and meaningful information about what we do.

At [name of organisation] staff can use the following AI tools in their work:

List the Ai tools your staff can use in their work.

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(delete/add any use cases as necessary. You may only be using one Ai tool and that's OK!)

- [Zoom Ai Companion / M365 Teams Copilot / Fathom] to capture and summarise internal meeting notes
- [Chat GPT / Copilot/Gemini] to create first draft copy

Other specific tools

- [Canva] to create images, videos and other marketing materials
- [Google Notebook LM] for internal policy or funding bid queries
- [Claude.ai] to analyse data from our survey responses

✖ Don't	✔ Do
Upload personal data	Remove names and other personal data from spread sheets or documents e.g. for data analysis
Set up AI accounts for work using your personal email address	Use your work email address [does your organisation have domain emails e.g. .org.uk]
Use AI content that is incorrect or misleading	Check and verify information always - 'human in the loop'
Use any new AI tools available	Use approved AI tools / [name of AI tool that is the system used by the organisation e.g. Gemini for Google Workspace, Copilot for Microsoft 365]
Lose track of outputs	Save important prompts or information for your audit trail
Share your AI accounts log-in details with others	Use your own strong passwords and follow usual cyber security best practices

Who you can talk to if you have questions or do not know which AI tool to use:

[Name of person]

We will update our guidance and use of AI regularly

AI tools are rapidly developing: we will keep this guidance updated in line with new tools and approaches as appropriate.

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To keep developing our knowledge and skills we may need to set up new accounts from time to time to test and learn. If you would like to try a new AI tool or approach, please do this in line with this guidance.