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AMENDMENT TO THE

[INSERT AGENCY NAME]

ASSOCIATE HANDBOOK/EMPLOYEE MANUAL

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GENERATIVE ARTIFICIAL INTELLIGENCE ACCEPTABLE USE POLICY

Effective date [   ]

Introduction

Generative Artificial Intelligence (AI) tools including, but not limited to, ChatGPT, Bard or Bing are a subset of AI techniques that involves the use of algorithms to generate new, original data. Unlike traditional AI, which is designed to solve specific tasks based on pre-existing data, generative AI algorithms can produce new data to provide assistance, and answer questions based on the input it receives. Generative AI tools such as ChatGPT have shown to enhance productivity, provide information, and assist employees in their daily tasks in the workplace, however, potential risks associated with use of AI in the workplace have been identified, including, confidentiality of customer and of company information, accuracy of information, compliance with federal laws related to bias, and security of data.

Purpose

The purpose of this Generative AI Acceptable Use Policy is to outline rules and guidelines for all employees interacting with generative AI tools in the workplace, and to ensure the confidentiality, integrity, and availability of sensitive information while maintaining a professional and respectful environment for all users.

While ChatGPT is likely to be the most commonly used generative AI tool currently, this Policy will be relevant to all generative AI tools used in the workplace.

Authorized Use

Generative AI is only authorized for use by those employees within the workplace who have received appropriate training and/or guidance from agency leadership. It should be used to support job-related activities, such as researching information for the benefit of the agency or its customers. However, any communication relying on Generative AI should be vetted prior to distribution. Employees should keep in mind that our industry is highly technical, with coverage varying by state, carrier and case law. These facts can impact the Generative AI's output.

Responsible Use

4.1 Professionalism:

All interactions with generative AI should be conducted professionally and respectfully.

- Personal Use: Employees may use generative AI tools for personal reasons during non-working hours, but must not use it for any activities that may violate company policies, such as harassment or discrimination.
- Prohibited Activities: Employees must not use generative AI for any activities that may be illegal or unethical, including but not limited to spreading false information, engaging in cyberbullying or harassment, or attempting to gain unauthorized access to any systems or networks.

4.2 Copyright:

Employees must adhere to copyright laws when utilizing generative AI tools. It is prohibited to use generative AI tools to generate content that infringes upon the intellectual property rights of others, including but not limited to copyrighted material.

If an employee is unsure whether a particular use of generative AI constitutes copyright infringement, they should contact [IT/Legal/Agency Principal] for guidance.

4.3 Confidentiality:

Employees must not disclose sensitive or confidential information to generative AI tools, as it may not have the capability to handle or protect such information adequately. For example, no customer name, address or other personally identifiable information should ever be input in the AI system. If necessary, neutral information such as "John Doe" could be used instead.

If the generative AI tool requests confidential information, employees should report it to their supervisor or the [IT/Legal/Agency Principal] department.

4.4 Accuracy and Verification:

While generative AI tools strive to provide accurate information, AI tools have been shown to sometimes provide discriminatory or exclusionary results and this should be kept in mind when utilizing it. Employees should exercise critical thinking and only use the tool when the responses are verifiable and/or known to be accurate.

If an employee identifies incorrect information provided by a generative AI tool that is being used, he/she should report it to his/her supervisor or the IT department.

4.5 Limitations:

Employees should be aware that generative AI has limitations and may not have access to the most up-to-date information.

Critical decisions should not be based solely on generative AI responses; consult relevant experts or supervisors when needed.

4.6 Proprietary Information and Trade Secrets:

Employees must not use or input, nor seek proprietary information or trade secrets through generative AI.

Proprietary information includes any confidential business information that provides a competitive advantage to the agency.

Trade secrets encompass valuable, non-public information about products, processes, or strategies that give the agency a competitive edge.

If the generative AI tool requests proprietary information or trade secrets, employees should report it to their supervisor or the IT department immediately.

4.7 Intellectual Property:

All intellectual property generated by a generative AI tool remains the property of the agency.

Employees must not use or share any intellectual property, including generated text or responses, without proper authorization.

If employees have suggestions or ideas for improving a generative AI tool or its functionality, they should report them to the agency principal or their supervisor as appropriate.

Note: It is essential for employees to be familiar with the agency's policies regarding proprietary information and trade secrets. This section serves as a reminder of their responsibilities when using generative AI in relation to such sensitive information.

Data Protection

5.1 Data Collection:

Generative AI tools may collect and store data related to user interactions for the purpose of improving the system's performance and user experience.

Personal information must not be shared with a generative AI tool, and employees should exercise caution when discussing sensitive data during interactions.

5.2 Data Security:

The agency will implement appropriate security measures to protect any data collected through a generative AI tool.

Employees should report any data security concerns or breaches to the IT department immediately.

Support and Feedback

Employees are encouraged to provide feedback on the generative AI tool's performance, accuracy, and any issues they encounter to help improve the system's effectiveness.

Compliance

Employees must comply with this policy and any additional guidelines provided by the agency, as well as applicable federal, state and local laws, and regulations. Failure to adhere to the policy may result in disciplinary action, up to and including termination.

Policy Review

This policy will be periodically reviewed and updated as necessary to ensure continued compliance with all applicable laws, regulations, and company policies. Employees will be notified of any changes to the policy.

By using ChatGPT or other generative AI tools, employees acknowledge that they have read, understood, and agreed to comply with this policy.