

Generative Artificial Intelligence (AI) Chatbot Usage Policy

Purpose

With the increasing popularity of generative AI chatbots such as OpenAI's ChatGPT and Google's Bard, it has become necessary to outline the proper use of such tools while working at [Company Name]. While we remain committed to adopting new technologies to aid our mission when possible, we also understand the risks and limitations of generative AI chatbots and want to ensure responsible use. Our goal is to protect employees, clients, suppliers, customers and the company from harm.

Overview

While AI chatbots can be used to perform a variety of functions, this policy addresses only the use of a web-based interface to ask or "prompt" the chatbot in a conversational manner to find answers to questions or to create or edit written content.

Some examples of what could be created using an AI chatbot include:

- Emails and letters.
- Blog posts, reports and other publications.
- Sales and advertising copy.
- Policies and job descriptions.
- Spreadsheet calculations.
- Foreign language translations.
- Coding development or debugging.
- Document or information sorting.
- Outlines or summaries of internal or external information.

There are, however, risks in using this technology, including uncertainty about who owns the AI-created content and security/privacy concerns with inputting proprietary company information or sensitive information about an employee, client, customer, etc., when interacting with the chatbot. Additionally, the accuracy of the content created by these technologies cannot be relied upon, as the information may be outdated, misleading or—in some cases—fabricated.

Eligibility

This policy applies to all employees of [Company Name] and to all work associated with [Company Name] that those employees perform, whether on or off company premises.

Policy

[Option 1- Prohibited]

Due to the risks described above, all use of generative AI chatbots while performing work for [Company Name] is prohibited. Company email addresses, credentials or phone numbers cannot be used to create an account with these technologies, and no company data of any kind may be submitted (copied, typed, etc.) into these platforms.

Any violation of this policy will result in disciplinary action, up to and including termination.

[Option 2 – Limited Use]

Limited use of generative AI chatbots will be allowed while performing work for [Company Name] with the approval of your [*manager/director/etc.*]. Company email addresses, credentials or phone numbers [can/cannot] be used to create an account with these technologies. No company data of any kind may be submitted (copied, typed, etc.) into these platforms.

Employees wishing to use generative AI chatbots must inform their [*manager/director/etc.*] [*verbally/in writing*] how the chatbot will be used. Managers must approve or deny requests within [*enter number*] days.

All AI-generated content must be reviewed for accuracy before relying on it for work purposes. If a reliable source cannot be found to verify factual information generated by the chatbot, that information cannot be used for work purposes.

Acceptable uses include:

- For general-knowledge questions meant to enhance your understanding on a work-related topic.
- To brainstorm ideas related to projects you are working on.
- To create formulas for Excel spreadsheets or similar programs.
- To develop or debug code, to be verified before deployment.
- To draft an email or letter.
- To summarize online research or to create outlines for content projects to assist in full coverage of a topic. Only content written by employees may be included in a final product.
- [*Insert additional uses here.*]

Unacceptable uses include:

- Using any text created by an AI chatbot in final work products of any kind.
- Copying and pasting, typing, or in any way submitting company content or data of any kind into the AI chatbot.
- Failing to properly cite an AI chatbot when used as a resource. [*Include examples from your company style guide on proper citations.*]
- [*Insert additional uses here.*]

Any violation of this policy will result in disciplinary action, up to and including termination.

[Option 3 – Open Use]

The use of generative AI chatbots will largely be allowed while performing work for [Company Name]. Company email addresses, credentials or phone numbers [can/cannot] be used to create an account with these technologies. No proprietary company data may be submitted (copied, typed, etc.) into these platforms.

Employees wishing to use generative AI chatbots should discuss the parameters of their use with their [*manager/director/etc.*]. Managers may verbally approve, deny or modify those parameters as best meets company policy, legal requirements or other business needs.

All AI chatbot-generated content must be properly cited, as must the use of AI chatbot-generated content when used as a resource for company work, except for general

correspondence such as email. *[Include examples from your company style guide on proper citations.]*

All AI-generated content must be reviewed for accuracy before relying on it for work purposes. If a reliable source cannot be found to verify factual information generated by the chatbot, that information cannot be used for work purposes.

As generative AI chatbots may produce content that is plagiarized from its knowledge base, including copyrighted works, no text generated or partially generated from a chatbot will be eligible to have a [Company Name] copyright, trademark or patent at this time.

[Optional: insert text explaining your company's intellectual property policy in relation to content created by or with generative AI chatbots.]

Any violation of this policy will result in disciplinary action, up to and including termination.

Training

All managers will be trained on the proper use of generative AI chatbots in the workplace.

[Optional: All employees using generative AI chatbots for work purposes must attend training on the proper use of these technologies before doing so.]

All questions related to this training should be addressed with *[enter department and/or name and contact information]*.

Ethical Use

Employees must use generative AI chatbots in accordance with all [Company Name]'s conduct and antidiscrimination policies. These technologies must not be used to create content that is inappropriate, discriminatory or otherwise harmful to others or the company. Such use will result in disciplinary action, up to and including termination.

Monitoring

[Company Name]'s Computer Use Policy and relevant monitoring policies still apply when using generative AI chatbots with company equipment.

If you have any questions regarding this policy, please contact *[insert name contact information of appropriate person]*.