

Use of Artificial Intelligence (AI)

1. Background

This policy provides a framework for ethical, responsible, and transparent AI governance within Abbeyfield The Dales Ltd (ATD).

There are several AI tools currently available including Copilot, ChatGPT, Google Gemini amongst others. While these tools are extremely useful and can help with productivity by cutting down the amount of time you spend on tasks, these tools are a starting point only and you should be mindful that:

- The responses you get out of them is a draft, and not in a final state. Everything must be checked to legitimate/official sources to confirm accuracy.
- These tools are only a starting point and are no replacement for conducting research of your own. They use training or historical data when answering your questions, which doesn't necessarily mean it is the most up to date or most accurate information.
- **NEVER include personal details, this includes names or personal information of residents, staff, volunteers, or anyone associated with ATD and especially about yourself or a colleague.**
- You may even need to check spelling as you may have American spelling instead of English (Colour vs Color etc).

2. Objectives

The purpose of this policy is to establish guidelines for the responsible, ethical, and secure use of Artificial Intelligence (AI) technologies within ATD. As AI becomes increasingly integrated into business operations, it is essential to ensure its use aligns with ATD's values, policies and procedures.

3. Scope

This policy applies to all Trustees, staff, volunteers, contractors, and any other individuals or entities engaged in activities on behalf of ATD.

This policy applies to Abbeyfield the Dales Limited and its corporate trustee responsibilities for registered providers Charles Edward Sugden Almshouses, and Frank Crossley's Almshouses, also for the non-registered provider The Pawson Cottage Homes, and its subsidiary Abbeyfield Court Limited.

4. Policy*

4.1. Definitions

4.1.1. Artificial Intelligence (AI)

Refers to the use of computer systems and software to perform tasks that typically require human intelligence, such as analysing data, recognising patterns, making decisions, or generating content. Within ATD, AI tools may be used to enhance productivity, improve decision-making, and support innovation. It may also be useful for individuals who need support to write or present information in the

performance of their normal duties. All use of AI must comply with this policy and be conducted responsibly, ethically, and in alignment with applicable laws and ATD values.

4.1.2. Machine Learning (ML)

Is a subset of Artificial Intelligence (AI) that enables computer systems to learn from data and improve their performance over time without being explicitly programmed. In a business context, ML can be used to identify patterns, make predictions, and automate decision-making processes.

4.1.3. Generative AI (GAI)

Refers to a class of Artificial Intelligence technologies that can create new content such as text, images, audio, or code based on patterns learned from existing data. These tools can be used to support tasks like drafting documents, generating reports, or creating visual assets. However, their use must be carefully managed to ensure outputs are accurate, appropriate, and do not disclose confidential or sensitive information.

4.1.4. Personal Information

Includes any information that can identify an individual as defined by General Data Protection Regulation.

4.1.5. Automated Decision-Making

Refers to the use of AI systems to make decisions without direct human involvement. These systems analyse data and apply algorithms to determine outcomes, such as approving transactions, prioritising tasks, or recommending actions. While automation can improve efficiency, it must be used responsibly—particularly when decisions impact individuals or business operations. You always remain responsible for the decision, whether it is your own conclusion or auto generated.

4.2. Acceptable Use of AI

Employees are expected to use only approved AI tools and platforms that have been vetted for security and compliance. Copilot is embedded in Microsoft Edge and ATD's preferred platform. Permitted use cases include content generation, data analysis, and customer support, provided they align with professional responsibilities, business objectives and ethical standards.

4.3. Unacceptable Use of AI

4.3.1. Prohibited Use

Employees must not use AI tools or systems in any way that violates ATD policies, ethical standards, or applicable laws. This includes, but is not limited to, using AI to generate misleading or deceptive content, engage in discriminatory profiling or practices, access or process unauthorized data, or automate decisions without proper oversight. AI must not be used to manipulate, impersonate, or harm individuals (E.g. deepfaking).

These can lead to legal and reputational risks for ATD or you personally.

4.3.2. Personal Use

Employees are not permitted to use AI tools for personal purposes while on ATD systems or during work hours. This includes using generative AI, chatbots, or other AI applications for non-work-related tasks such as personal gain, unlawful activities, or any purposes that could damage ATD's reputation.

Personal use of AI tools may pose risks to data security, productivity, compliance with ATD policies.

4.3.3. Personal Information, Data Handling & Privacy

Inputting information into an AI tool may be equivalent to sharing it with a third party, depending on the tool's confidentiality capabilities and settings.

Staff must therefore exercise caution when inputting data into AI systems, ensuring that no personal, confidential, or proprietary information is shared under any circumstances as this may breach confidentiality obligations and protections.

In such circumstances where you are using information about a living person to generate content this must be removed or anonymised.

All AI usage must comply with applicable data protection laws such as GDPR and follow internal data governance practices to safeguard privacy and integrity.

As a general rule, if you are unsure, please do not use such technology for any purpose as you may unwittingly break an ethical code of practice or the law. If you are unsure, please do always check before using any form of AI for business use.

4.4. Ethical and Responsible Use

AI must be used in a manner that promotes fairness, transparency, and accountability.

GAI tools can produce inaccurate output (sometimes called "hallucinations") and may exhibit biases based on the data used, contrary to ATD's values and legal obligations.

Employees should avoid using AI in ways that could result in bias, discrimination, or harm. High-impact decisions made by AI systems must be reviewed by humans to ensure ethical standards are upheld and unintended consequences are mitigated.

Again, you always remain responsible for the content produced, whether it is your own work or auto generated.

4.5. Search Engines & 'AI Mode'

When using AI mode in a web browser/search engine, the first response is AI generated.

You should be cautious when using AI-powered search engines because, while they are helpful, they're not perfect. Sometimes, they might give wrong or outdated information, especially if they don't have access to the most recent facts. They can also sound very confident even when they're wrong, which can be misleading. Also, AI tools might not always show where their answers come from, so it's harder to check if the information is trustworthy.

4.6. Security and Risk Management

AI tools must be secured with appropriate access controls, encryption, and monitoring to prevent unauthorised use and data breaches. Any incidents or misuse of AI must be reported promptly to the appropriate authority for investigation and resolution.

4.7. Intellectual Property

Content generated by AI systems may be subject to intellectual property laws. Employees must ensure that any AI-generated content is properly attributed and does not infringe on third-party copyrights or proprietary materials. ATD retains ownership of AI-generated content created in the course of employment unless otherwise specified.

4.8. Policy Violations

Failure to comply with this policy may result in suspension of your access to GAI tools and/or disciplinary action depending on the severity of the breach. Employees are encouraged to

report any concerns or suspected violations to their manager or a member of the Senior Leadership Team (SLT).

4.9. Acknowledging the use of AI

Any significant reports or documentation where AI has assisted in its production should be acknowledged with a footnote on the document (*See end of document).

Documents and reports can include Board & Committee reports, reports for meetings regardless of topic; examples include but not limited to complaints, accident and incidents, investigations.

When stating where AI has been used mention the specific AI tool or platform used, and how they contributed to the content. Examples include:

- *'Bullet points in section 3.2 created by Google Gemini.'*
- *'ChatGPT was used to assist with creation of the content throughout this report.'*
- *'CoPilot was used to format this document.'*

Further guidance can be provided by the Business Support Manager.

5. Finance, Value for Money & Social Value

N/A

6. Supported Appendices

N/A

7. Linked Policies

Data Protection (LG013P)

Computer & Internet Usage (LG009P)

Information Security (LG023P)

8. Legislation/Regulation

N/A

9. Review

Annually to ensure it remains relevant and effective in addressing the evolving use of AI technologies, and subject to any regulatory or legislative updates.

10. Procedure/Guidance

N/A

**Section 4 of this policy was created with the assistance of Google Gemini, all AI generated content was reviewed and modified by Stephen Wallace.*