

AI-use policy

A plain-English template for Irish SMEs. Replace everything in [square brackets], delete what doesn't apply, and keep it to two pages. Review it every six months: tools and rules change quickly.

1. Purpose and scope

This policy explains how people at [Company name] may use artificial intelligence (AI) tools at work. It applies to all employees, contractors and anyone working on our behalf, on any device used for work. Our aim is to use AI to save time and improve quality, while protecting our clients, our people and our business.

2. Approved tools

Only use AI tools on this list, with a company account where one exists: [e.g. Microsoft Copilot (company licence), ChatGPT Team, Claude for Work]. Personal or free accounts must not be used for work involving company or client information. To request a new tool, see section 7.

3. The traffic-light data rule

Before putting anything into an AI tool, check which colour it is:

Colour	What it covers	Rule
Green	Public information; your own drafts with no client or personal details	Any approved tool
Amber	Internal business information with no personal data: procedures, templates, anonymised figures	Company-approved tools only, with a company account
Red	Personal data, client-confidential material, health, financial or HR records, passwords, anything under NDA	Never, unless the tool is covered by a signed data-processing agreement and [owner] has approved the use

4. Human review

AI output can be wrong, out of date or biased, and can sound confident while being wrong. A person must check AI-assisted work before it is used for any decision, sent to a client, customer or supplier, or published. The person who sends it is responsible for it.

5. Transparency

Tell people when they are dealing with an AI system (for example a chatbot), and label AI-generated images, audio or video we publish. If a client asks whether AI was used on their work, answer honestly. [Add any client-specific commitments.]

6. Training and AI literacy

Everyone who uses AI at work will receive practical training appropriate to their role, and a refresher each year. We keep a record of who was trained, when and on what. This supports our obligation under Article 4 of the EU AI Act to take measures to support staff AI literacy.

7. Requesting a new tool

Send requests to [owner / email] with the tool's name, what you want to use it for and what data it would touch. We check: where data is stored, whether it is used to train the provider's models, security, cost, and whether an existing tool already does the job. Decision within [5] working days.

8. Things we don't do

We don't use AI to make final decisions about people (hiring, performance, pay) without human judgement; we don't use AI for monitoring staff beyond what the law allows and staff have been told about; and we don't use any practice prohibited under the EU AI Act.

9. Problems and questions

If you think information has gone somewhere it shouldn't, or an AI tool has produced something harmful, tell [owner] straight away. Mistakes reported quickly are easy to fix; nobody will be penalised for raising a concern in good faith. Personal data breaches are handled under our data protection procedure.

10. Ownership and review

Policy owner: [name, role]. Approved by: [name] on [date]. Next review: [date, six months on]. Breaches of this policy may be handled under our disciplinary procedure.

Want help tailoring this, training your team or setting up a tool register? Zenchise runs a three-week AI Governance Sprint for Irish SMEs. zenchise.com/governance.html