AI ACCEPTABLE USE POLICY (FILLED-IN EXAMPLE)

Example for a made-up company: Gamma Servizi srl, 14 people, building services maintenance. Names and choices are invented; the structure is the template's.

Company	Gamma Servizi srl (invented name)
Date adopted and next review	10 November 2026; review in May 2027
Person responsible for this policy	Office manager (example)

1. APPROVED TOOLS

Tool	Account	Approved for	Who uses it
General AI assistant	Company business plan, data excluded from training	Email drafts, summaries, translations	Office and sales
Meeting transcription	Company account	Internal minutes, never with customers without telling them	Management
Any other tool	None	Ask the office manager first	Everyone

2. DATA THAT NEVER GOES INTO AN AI TOOL

Never, in any tool	Payslips, medical certificates, ID documents, passwords; customers' confidential contracts and price lists
Only in the assistant on the business plan	Customer names and addresses, when an email draft needs them

3. BEFORE ANY TEXT GOES OUT

Who approves texts to customers	Whoever signs the email
Who approves prices, figures and terms	The sales manager, against the price list, never against the generated text

4. WHAT WE TELL CUSTOMERS

When we say so	Always in automatic out-of-hours replies; for other texts, when the customer asks

5. TRAINING AND RECORD

Session on the tools in use	12 November 2026, one hour, everyone present except two technicians on site (catch-up on the 19th)
Where the record is kept	Shared Admin folder, file AI Record

6. IF SOMETHING GOES WRONG

Who to tell, straight away	The office manager, in person and then by email, the same day

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