AI ACCEPTABLE USE POLICY

One page, to fill in and have signed by everyone who uses AI tools for work. The grey text is a suggestion: replace it with your company's own choices.

Company	
Date adopted and next review	*Review every six months: the tools change faster than the rules do.*
Person responsible for this policy	*A named person, to ask before anyone starts using a new tool.*

1. APPROVED TOOLS

Tool	Account	Approved for	Who uses it

Company accounts only. A personal account, even a paid one, falls outside this policy: on individual plans the provider may use your content to train its models.

2. DATA THAT NEVER GOES INTO AN AI TOOL

Personal data about customers, staff and suppliers (contact records, health, payslips, ID documents). Confidential documents: contracts, quotes, unpublished price lists, unapproved accounts. Passwords, codes and access keys. Third-party information covered by a confidentiality agreement.

If this data has to be worked on, only with	*The tool under a company contract, with your data excluded from training, or none at all.*

3. BEFORE ANY TEXT GOES OUT

Any AI-assisted text sent to a customer, a supplier or a public body is read and approved by a person, who answers for it.

Who approves texts to customers	
Who approves prices, figures and terms	*Check figures against the source, never against the generated text.*

4. WHAT WE TELL CUSTOMERS

When we say so	*For example: always, in replies that go out automatically; on request, for texts written with AI and approved by a person.*

5. TRAINING AND RECORD

Session on the tools in use	*Date, who attended, what was covered: real risks such as made-up answers and pasted data.*
Where the record is kept	*Article 4 of the AI Act asks for measures on the skills of people using AI; an internal record is enough.*

6. IF SOMETHING GOES WRONG

Who to tell, straight away	*If personal data got out, the controller has 72 hours to assess notifying the data protection authority (Article 33 GDPR). Reporting fast matters more than blame.*

ACKNOWLEDGEMENT

Name	Role	Date	Signature

Free template produced by Itria. What shadow AI is, and how to use this template: itria.io/en/glossario-shadow-ai

Template built by Itria. No law requires a document with this name, and this is not legal advice: have it read by whoever advises your company before you adopt it.

A custom AI system can work inside your own processes, with a person approving. A couple of lines on WhatsApp to +39 350 574 3578 or an email to info@itria.io. How it works: itria.io/en/servizi