

Service Description

AI Acceptable Use Policy

Scope

The AI Acceptable Use Policy (AUP) service is a governance uplift engagement, focused on developing and implementing clear, practical, and enforceable rules for employee use of AI tools - including Generative AI (GenAI), embedded AI in SaaS platforms, and AI-enhanced productivity software (e.g. Microsoft Copilot, ChatGPT, Notion AI).

The service helps organisations manage emerging risks related to intellectual property (IP), data privacy, misinformation, bias, and misuse, while also supporting innovation and productivity. It aligns with ISO/IEC 42001 (AI Management System), NIST AI RMF (AI Risk Management Framework), and best practices in enterprise AI use.

Approach

Delivered over four practical phases, the AUP service balances risk control with user enablement and cultural change.

Initiation & Context Setting

We begin by clarifying organisational goals, AI maturity, and priority use cases.

- Understand organisational context: AI adoption, user base, industry, and risk appetite, especially in regard to data ingestion or vectoring.
- Clarify goals - risk reduction, compliance alignment, employee enablement, reputational management.
- Identify stakeholder groups: legal, HR, IT, compliance, internal comms, business units.
- Define use cases to address - GenAI (e.g. ChatGPT), productivity AI (e.g. Copilot), industry-specific tools.



Discovery & Risk Mapping

This phase maps risks from AI use and identifies gaps in training and governance.

- Identify known and emerging risks from employee use of AI (e.g. data leakage, hallucinations, bias).
- Assess current controls, shadow usage, training gaps, and potential regulatory exposure.
- Review legal, ethical, and security requirements for different employee roles and use cases.
- Gather internal inputs on productivity, experimentation, and enablement needs.

Policy Drafting & Review

A tailored AI Acceptable Use Policy is drafted and refined with key stakeholders.

- Draft tailored AI Acceptable Use Policy with clear do/don't guidance, aligned to roles and risks.
- Include guidance on disclosure, transparency, intellectual property, data inputs/outputs, and prohibited content.
- Align tone to culture - enabling, not punitive - while ensuring enforceability.
- Iterate with Customer legal, HR, and business leads for review and endorsement.

Reporting & Governance Integration

We finalise the policy and integrate it into broader governance workflows.

- Deliver final approved AUP and usage guidance.
- Recommend review frequency, change management process, and responsible owners.
- Advise on AI monitoring tooling and GenAI risk watchlist (if applicable).
- Outputs: Final AUP, integration checklist, governance uplift roadmap.

Implementation Planning (OPTIONAL EXTENSION)

This phase ensures effective rollout and operational embedding of the policy.

- Develop rollout plan - channels, champions, suggested enforcement pathways, and awareness campaigns.
- Design summary versions for intranet, onboarding packs, and manager toolkits.
- Prepare comms and training materials (FAQs, videos, live sessions if required).
- Outline suggested processes for violations, exceptions, and feedback loops.
- Recommend policy changes for HR, security, onboarding, and vendor assessment workflows.



Value

The AI Acceptable Use Policy creates a clear, aligned foundation for safe and responsible AI use by employees - supporting innovation while reducing organisational risk.

- Protects sensitive data, customer trust, and intellectual property from accidental or negligent use.
- Reduces exposure to GenAI-related bias, hallucination, misinformation, and ethical breaches.
- Clarifies what's acceptable and what's not - empowering staff to use AI confidently and safely.
- Establishes a defensible position for regulators, customers, and internal auditors.
- Aligns with broader AI, data governance, and security policies to ensure consistency.

Benefits

These are the key advantages of undertaking this service offering.

- Reduces IP, bias, and confidentiality risks from GenAI tools.
- Creates a practical, enforceable framework for employee AI usage.
- Encourages responsible innovation across all business units.
- Clarifies policy boundaries and enables safe experimentation.
- Integrates AI use into enterprise risk and compliance posture.

Outputs

These outputs are delivered to support implementation and forward planning.

- AI Acceptable Use Policy: Full policy document with roles, rules, and escalation pathways.
- Integration Checklist: HR, IT, and compliance process embeds.
- OPTIONAL: Summary AUP Guidance: Condensed version for onboarding, comms, and training.
- OPTIONAL: Rollout Toolkit: Implementation plan, comms materials, manager talking points.



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