



East Cambridgeshire
District Council

Generative Artificial Intelligence Acceptable Use (Including Quick Reference Guide)

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Published in April 2026

Version 1.1

Revision due in April 2027

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Quick Reference Guide

Using AI at the Council

- Only a Council approved **Microsoft Copilot** account (M365) may be used with **council data or information**.
- Other AI tools require manager approval, DPIA approval and ICT Helpdesk Ticket.
- Other AI tools, such as Claude, Gemini and ChatGPT, may only be used for general tasks where no confidential, personal, sensitive, or identifiable council information is entered into the tool.
- AI should **supplement**, not replace, human judgement.
- Always review AI output for **accuracy, fairness and relevance**.

Confidentiality and Data Handling

- Copilot is safe to use with Council data **only when logged into your ECDC/ECTC/ECSS user account**.
- Do **not** input personal or confidential information into non-approved AI tools.
- If in doubt about confidentiality — **don't use AI**.
- If Copilot shows data you shouldn't see, contact the **data owner** or log via **the ICT Helpdesk**

Copyright and Ethics

- Do not use AI to create or use content that infringes copyright.
- Ensure AI-generated content is **fair, unbiased, and non-discriminatory**.
- You are responsible for checking AI outputs.

Disclosure requirements

- External-facing documents containing AI-generated content (including AI-generated images) must include a disclaimer (see relevant section of the Policy below).
- Internal documents that **do not inform decision-making** do not require disclosure.

Accuracy and Review

- AI can "hallucinate"; always check outputs.
- Cross-reference with source material or trusted sites.
- Edit or discard output if it appears misleading.

Security and Compliance

- AI use must comply with all Council IT policies.
- Report any policy breaches to both the ICT **Helpdesk and Legal**

Consent Requirements

Consent is needed when AI is used to

- Process personal data
- Interact directly with service users or the public
- Generate outputs that may affect individual rights/interests

Consent must be:

- Clear, simple, and fully explained
- Recorded in an approved system
- Withdrawable at any time

Governance

- A completed Data Protection Impact Assessment must be completed
- A completed Equality Impact Assessment must be completed

1.0 Purpose

- 1.1 The purpose of this document is to provide a framework for the use of Generative Artificial Intelligence/Large Language Models (Generative AI/LLM) such as Microsoft Copilot, or other similar tools by council employees, contractors, developers, vendors (The LGA have produced a useful [Guide to Responsible AI Procurement](#)), temporary staff, consultants or other third parties working on or on behalf of the Council.

This document is designed to ensure that the use of Generative AI is ethical, complies with all applicable laws, regulations and council policies, and complements both the council's existing Information and Security Policies.

The pace of development and application of Generative AI is such that this will be a living document and in a constant state of development.

2.0 Use

- 2.1 This document applies to all users with access to Generative AI, whether through council-owned devices or BYOD (bring your own device) in relation to council activities.

The use of Generative AI must be in a manner that promotes fairness and avoids bias to prevent discrimination and promote equal treatment and be in such a way as to contribute positively to the council's goals and values.

Users may use Generative AI for work-related purposes, this includes tasks such as generating text or content for reports, emails, presentations, minute taking and communications.

If there is an expectation that using Generative AI programs will considerably reduce Officer time and responsibilities, then users should speak with their Service Lead and HR before implementation.

3.0 Governance

- 3.1 **Before accessing Generative AI technology, users must first notify the council's ICT Team and Digital Services Information Manager** of their intention to use, the reason for use, the expected information to be input, as well as the generated output and distribution of content. A Data Protection Impact Assessment and an Equality Impact Assessment are required for each new Generative AI software. Please see the Appendix for current list of approved AI programs, this will be updated as new programs are authorised.

4.0 Vendors

- 4.1 Any use of Generative AI technology in pursuit of council activities should be done with full acknowledgement of the policies, practices, terms and conditions of developers/vendors of the service being used – in particular, users should take notice of ownership, location and sovereignty of the information and data that is being entered.

5.0 Copyright

- 5.1 Users must adhere to copyright laws when utilising Generative AI. It is prohibited to use Generative AI to generate content that infringes upon the intellectual property rights of others, including but not limited to copyrighted material.

If a user is unsure whether a particular use of Generative AI constitutes copyright infringement, they should contact the Legal Department.

6.0 Accuracy

- 6.1 All information generated by Generative AI must be reviewed and edited for accuracy prior to use. Because Generative AI uses massive publicly generated and available data sets for training and learning, there is a risk of disinformation, inaccuracies, bias and discrimination within results. Users of Generative AI are responsible for reviewing output and are accountable for ensuring the accuracy of Generative AI generated output before use and / or release, this is referred to 'Human in the Loop' (HITL).

If a user has any doubt about the accuracy of information generated by Generative AI, they should not use Generative AI.

7.0 Confidentiality

- 7.1 Confidential and personal information must not be entered into any unapproved Generative AI tool, as information may enter the public domain. Users must follow all applicable Data Protection laws and organisational policies when using Generative AI.

If a user has any doubt about the confidentiality of information, they should not use the Generative AI program.

8.0 Ethical Use

- 8.1 Generative AI must be used ethically and in compliance with all applicable laws, legislation, regulations and organisational policies. Users must not use

Generative AI to generate content that is discriminatory, offensive, or inappropriate.

If there are any doubts about the appropriateness of using Generative AI in a particular situation, users should consult with their Service Lead.

10.0 Disclosure

- 10.1 If Generative AI is being used in a meeting (e.g. for minute taking), its use must be disclosed prior to the meeting starting.

Content produced via Generative AI must be identified and disclosed as containing Generative AI-generated information.

Footnote example: **Note:** *This document contains content generated by Artificial Intelligence (AI). AI generated content has been reviewed by the author for accuracy and edited/revised where necessary. The author takes responsibility for this content.*

11.0 Risks

- 11.1 When considering using Generative AI as part of any decision-making process it is highly recommended that users consider the impacts to customers, colleagues, the Council and the wider public. Use of Generative AI carries inherent risks. A Data Protection Impact Assessment should be conducted for any project or process where the use of Generative AI is proposed. The Data Protection Impact Assessment should consider potential impacts including legal compliance; bias and discrimination; security (including technical protections and security certifications); and data sovereignty and protection.

12.0 Data Protection

- 12.1 Users should be aware that any information entered into a Generative AI model may no longer be private or secure. This can risk non-public information and breach regulatory requirements, customer or vendor contracts, or compromise intellectual property. Any release of private/personal information without the authorisation of the information owner could result in a breach of relevant data protection laws.

Users should ensure that their use of any Generative AI complies with all applicable laws and regulations and with council policies.

13.0 Bias and Discrimination

- 13.1 Generative AI may make use of and generate biased, discriminatory or offensive content.

Users should use Generative AI responsibly and ethically, in compliance with council policies and applicable laws and regulations.

14.0 Security

- 14.1 Generative AI may store sensitive data and information, which could be at risk of being breached or hacked. The council must assess technical protections and security certification of Generative AI before use.

If a user has any doubt about the security of information input into Generative AI, they should not use Generative AI. If users have concerns about data that they have already inputted, they must cease using the Generative AI software and contact the Information Officer.

15.0 Compliance

- 15.1 Any violations of this document should be reported to the ICT Helpdesk, relevant Service Lead and to the Director Legal.

16.0 Environmental

- 16.1 The Council is aware of the concerns of the energy demands of Generative AI, and the consequential impact on climate change, however it is not envisaged in the near future, that any AI deployment within the Council will be of such a scale to impact our climate change objectives. This will, however, be kept under review.

17.0 Review

- 17.1 This document will be reviewed annually or earlier and updated as necessary to ensure continued compliance with all applicable legislation, regulations and organisational policies.

18.0 Acknowledgement

- 18.1 By using Generative AI, users acknowledge that they have read and understood these guidelines, including the risks associated with the use of Generative AI.

This document is based on guidance prepared by ALGIM (Aotearoa - New Zealand) and Socitm (UK).

www.algim.org.nz

www.socitm.net

Appendix

AI Service Name	Approved for Corporate Use	Conditions of Access
Microsoft 365 Copilot Chat	Yes	Using a Corporate Account Only
Microsoft 365 Copilot	Approved Officers Only	Using a Corporate Account Only
Everway Read & Write	Approved Officers – as part of the Access to Work Government Programme Access to Work Disability Rights UK	Using a Corporate Account Only
Grammarly	Approved Officers – as part of the Access to Work Government Programme Access to Work Disability Rights UK	Using a Corporate Account Only
Claude	General tasks where no confidential, personal, sensitive or identifiable council information is entered into the tool	General tasks where no confidential, personal, sensitive or identifiable council information is entered into the tool
Gemini	General tasks where no confidential, personal, sensitive or identifiable council information is entered into the tool	General tasks where no confidential, personal, sensitive or identifiable council information is entered into the tool
ChatGPT	General tasks where no confidential, personal, sensitive or identifiable council information is entered into the tool	General tasks where no confidential, personal, sensitive or identifiable council information is entered into the tool