Use of Generative AI Policy

Policy Number	90
Version	2
Policy Name	Use of Generative AI Policy
Policy Contact	Matthew Betteridge
Date Issued	20th January 2024
Reviewed	06th May 2025
Next review Date	06th May 2026
Target Audience	Internal
Approved by	Policy Team

Table of Contents

1. Introduction

This policy outlines the guidelines and principles for the use of generative AT tools such as but not limited to ChatGPT within One Cal l24 Limited (OneCall24). This policy aims to ensure responsible and ethical use of tools such as ChatGPT in our daily operations.

2. Purpose

The purpose of this policy is to ensure that the use of generative AI tools such as ChatGPT aligns with OneCall24's values, legal obligations, and client expectations. It aims to establish a framework for the ethical and effective deployment of generative AI tools such as ChatGPT, promoting transparency, accountability, and the protection of sensitive data.

3. Objectives

- To leverage AI tools for improved efficiency, problem-solving, and innovation.
- Ensure ethical use of generative AI tools such as ChatGPT, avoiding bias and incorrect information.
- To safeguard client information by maintaining the confidentiality and integrity of data processed by AI tools.

4. Scope

This policy applies to all employees of OneCall24 who have access to generative AI tools such as ChatGPT, in the course of their work. It covers the integration of generative AI tools such as ChatGPT into client services, interactions, and internal processes.

Compliance
OneCall24 commits to comply with all relevant UK laws and regulations governing the use of AI tools, including data protection and privacy laws. Employees are expected to follow this policy ensuring legal and regulatory compliance. Failure to comply with this procedure could result in action in line with the OneCall24 Disciplinary Procedure.
This includes adherence to the AI Safety Bill, expected to become law in 2025, which introduces specific obligations for developers and users of powerful AI models.
Additionally, compliance with the ICO's updated guidance on fairness, transparency, and accountability in AI is mandatory.

5. Review

This policy will be reviewed annually or more frequently as required and will be approved by the Managing Director. Updates will be made as necessary to align with changes in technology and regulations.

6. Policy Statement

6.1. Information Privacy

OneCall24 will ensure that information privacy is always considered in the use of generative AI tools such as ChatGPT by:

- Safeguarding client data by censoring or redacting sensitive and personal data.

- Adhering to all applicable data protection laws and regulations, ensuring lawful and ethical use of generative AI tools such as ChatGPT.

6.2. Responsible Use

- Use generative AI tools such as ChatGPT responsibly and ethically, ensuring that activities involving its use do not cause harm.
- Ensure that employees know the potential risks associated with the use of generative AI tools such as ChatGPT and how to mitigate them.
- Build a positive culture surrounding the use of generative AI tools such as ChatGPT, encouraging employees to report any concerns or issues.

6.3. Continuous Improvement

- Regularly evaluate the effectiveness of generative AI tools such as ChatGPT and make changes to their use where needed.
- Keep informed with developments and updates to the generative AI tools such as ChatGPT used within the business.
- Checking the content output from generative AI tools such as ChatGPT for suitability and correctness.