Artificial Intelligence (AI) Policy

Purpose
Artificial Intelligence (AI) can help Age UK Surrey work more efficiently by supporting administrative tasks, document drafting, research, and information analysis.

This policy sets out how AI should be used responsibly, securely and in line with Age UK Surrey's values, safeguarding responsibilities and data protection requirements.

Scope
This policy applies to all staff, volunteers, trustees and contractors using AI tools for Age UK Surrey business.

Our Approach
AI is a tool to support our work, not replace professional judgement.

All AI-generated content must be reviewed by the person using it before it is shared or relied upon.

The user remains responsible for the accuracy, appropriateness and compliance of any AI-generated output.

Preferred AI Tool
Age UK Surrey's preferred AI tool is Microsoft Copilot accessed through our organisational Microsoft 365 environment. This is because information remains within the Age UK Surrey Microsoft environment and is subject to our existing security and access controls.

The use of other AI tools for work purposes is not encouraged unless their security, privacy and compliance arrangements have been reviewed and approved by Age UK Surrey.

Other AI Tools and Public/Free Versions
Other AI tools you may have come across include Google Gemini, ChatGPT by OpenAI, Claude by Anthropic, Perplexity, and public or consumer versions of Microsoft Copilot.

Age UK Surrey information, including photographs, documents, emails, meeting notes, service-user, staff, safeguarding, health, financial or other confidential information, must not be entered into free, public or personal AI tools unless this has been approved. Uploading content to these tools does not automatically make it public domain or transfer ownership. However, with free or public AI tools, the provider may keep, review or use what is uploaded to improve its services.

Age UK Surrey information should therefore only be uploaded to an AI tool where an approved business account is being used and suitable privacy and data protection checks have been made.

Acceptable Uses
AI may be used for:

- Drafting policies, procedures and reports
- Editing emails and communications
- Summarising documents and meeting notes

- Research and idea generation
- Analysing non-personal or anonymised information
- Improving productivity and administrative efficiency.

Data Protection
Staff must not enter confidential, personal or sensitive information into public AI tools.

Take particular care when handling:

- Client or service-user information
- Health information
- Safeguarding information
- Employee information
- Financial or commercially sensitive information.

Any use of AI must comply with Age UK Surrey's Data Protection Policy and UK GDPR requirements.

Safeguarding
AI must not be used to make decisions relating to safeguarding, wellbeing, eligibility for services, or support needs.

Human judgement must always be used when working with or making decisions about older people and other vulnerable individuals.

Quality and Accuracy
AI can make mistakes and may generate inaccurate, incomplete or biased information.
All outputs must be checked for:

- Accuracy
- Relevance
- Appropriate tone
- Compliance with Age UK Surrey policies and values

Review
This policy will be reviewed periodically to reflect changes in technology, legislation and Age UK guidance.

AI Use Statement
This policy was drafted with the assistance of Microsoft Copilot and reviewed and approved by Age UK Surrey before publication.

Issue	Date approved by Age UK Surrey	Reviewed
1	July 2026	