



AI Policy

Approvals: This policy requires approval from of the following three sponsors:

Sponsor Approval	Name	Signature	Date
Director Corporate, Communities and Change	Sally Watkins		12 th May 2025
Senior Information Risk Owner (SIRO)	Andrew Moulton		12 th May 2025
Head of Digital, Data and Technology	Glynn Davies		12 th May 2025

Policy Revision History:

Revision Date	Previous Version	Description of Revision
Sept 2024	Draft V1	Original draft
April 2025	Draft V2	Edited document with feedback from DIG
May 2025	V3	Published version
July 2025	V3.1	Addition of NotebookLM as approved GenAI tool. Latest published version.



AI Policy for Wokingham Borough Council

Introduction

This policy provides a framework for the ethical and responsible use of Artificial Intelligence (AI) tools by Council employees, Elected Members, contractors, developers, suppliers, temporary staff, consultants, or other third parties (collectively, "Users").

AI, including generative AI, such as Copilot, Claude or Gemini can create new content, like text, images, audio or code. We want to harness its potential to improve our services and our operational efficiency while ensuring fairness, transparency, data security and oversight.

This policy aims to ensure compliance with applicable laws, regulations, and Council policies while maximising the benefits of AI and mitigating its risks.

Original Author: Service Manager – Digital Innovation on 11th September 2024.

Reviewed and edited by: DIGG on 29th April 2025 and Head of Digital, Data and Technology on 30th April 2025.

Signed of by: Director, Corporate, Community and Change, Chief Operations Office on 12th May 2025.

1. Scope

This policy applies to all users with access to AI, whether through Council-owned devices or Bring Your Own Device (BYOD), in pursuit of Council activities.

2. Use

Approved AI tools:

- Microsoft Copilot (licenced)
- Copilot on Edge and in Bing (web/free)
- Claude (web/free)
- Gemini (web/free)
- Google NotebookLM (web/free)
- WBC Document Translation tool
- i.AI Minute tool

A list of Council approved AI tools will be maintained and viewable on the Councils Tech Hub: [Approved AI Tools](#). If you have identified a tool you wish to use which isn't yet authorised, then you must not use it until the tool is assessed for use by the Councils Digital, Data and Technology service and approved by the Data Information Governance Board.

Permitted Use: AI may be used for work-related purposes, including but not limited to:



- Supporting research and analysis.
- Streamlining administrative tasks.
- Generating text or content for reports, emails, presentations, or communications.
 - If you plan to use AI tools to interact with the public, you will need to engage with the Data Information Governance Board who will assist with appropriate guardrails and guidelines for transparency and accountability in those interactions.
 - Note: Guardrails refer to the safety measures and limitations put in place to ensure that AI systems operate within ethical and legal boundaries. They are designed to prevent unintended consequences, mitigate risks, and protect users and society.
 - If AI has been used to generate public content, then a statement of transparency should be included to say that AI was used to assist generation of the output.

Prohibited Use: AI must not be used to:

- Process personal data or sensitive information, except for those who hold a Council issued Copilot license or access to approved corporate tools. NOTE: Copilot on Edge and in Bing is not a Council issued Copilot license, if you are unsure contact the IT services desk.
 - Always consider removing or minimising personal information as best practice to reduce risks of data breaches.
- Create content that is discriminatory, offensive, or inappropriate.
- Infringe upon intellectual property rights.
- Compromise the Council's reputation or security.

If you want to use an AI tool not in the above approved list or are seeking to use a solution that utilises AI, approval is required from the Data Information Governance Board (DIG) as the Council must conduct necessary due diligence. DIG will review and discuss AI requests as a standing agenda item at each board.

3. Governance

You should always adhere to Wokingham Borough Council's overarching AI Principles: [AI Principles WBC.docx](#) which guide our ethical and responsible use of Artificial Intelligence (AI) at Wokingham.

Specifically in relation to AI, ensure:

- You understand what AI is and what its limitations are.
- You use AI lawfully, ethically and responsibly.
 - All content must be reviewed to ensure it doesn't discriminate against any group.
 - You must always verify information generated by AI before using it.
- You know how to keep your use of AI tools secure and will only use AI tools that comply with UK data protection laws and the Council's Data Governance and IT Security and Acceptable Use Policies.



- With the exception of corporate approved AI tools and those who hold a Council issued Copilot license. If you wish to use AI with personal, sensitive, commercial or other information not in the public domain, explicit consent is required from our Data Information Governance Board. NOTE: Copilot on Edge and in Bing is not a Council issued Copilot license; if you are unsure contact the IT Service Desk.
- AI does not replace your decision-making; you will ensure human oversight and accountability for all tasks using AI and have meaningful human control at the right stages.
- You have the skills and expertise needed to use AI, and where appropriate, build with AI.
- You adhere to this policy and have the right assurance and governance in place.

Remember, AI Foundation Models and Large Language Models have limitations; make sure that you understand these and that you build appropriate testing and controls into any AI use.

AI large language models (LLM's) are like expert language specialists. They're trained on text and designed to understand and generate human language.

AI foundation models (FM's) are more like general-purpose systems that can be adapted for many different jobs. They might handle text, but could also work with images, audio, or other types of information.

Prior Approval: Users must obtain prior approval from the Data Information Governance Board before using AI for any purpose that involves:

- Personal, sensitive, commercial or other information not in the public domain, except for those who hold a Council issued Copilot license or have access to a corporate approved AI tool. NOTE: Copilot on Edge and in Bing is not a Council issued Copilot license, if you are unsure contact the IT service desk.
- Developing, using or deploying AI systems or systems that utilise AI which could have an impact on Council operations or services, including if you plan to use AI to interact with the public, this includes upgrades to existing systems that are now introducing AI capabilities.

AI Impact Assessment: Alongside and Data Protection Impact Assessment (DPIA) an AI Impact Assessment [AI Impact Assessment WBC.docx](#) must be conducted before using AI for any new or significant purpose such as a new project, considering factors such as:

- Impacted stakeholders.
- Data privacy and security.
- Bias and discrimination.
- Legal and regulatory compliance.
- Ethical implications.
- Risk and its mitigation.
- Monitoring and evaluation.
- Incident response.



4. Training and Awareness

We strongly recommend training before using AI to ensure responsible use and appropriate risk management, such as identification of potential biases. Training information can be accessed via: [Learn about AI](#)

5. Reporting a Data Breach or Concerns

If you are made aware of a data breach or are concerned about a potential breach, contact: The IT Service Desk using the following form: [IT Service Desk - Security](#)

If you have any concerns about the use of AI, please report them to your manager, the Information Governance Team, Service Director or Data Information Governance Board representative.

6. Monitoring and Review

We will monitor our use of AI and review this policy regularly to ensure it remains effective. The latest version of this policy will be maintained and accessible via the [Technology Hub](#).

7. Data Information Governance Board

Data Information Governance Board (DIG): The DIG meets monthly and acts as the governing group for AI requests and topics; if you need to contact the Board, you can do so by emailing your DIG representative.

8. Acknowledgement

By using AI, users acknowledge their understanding of, and agreement to comply with this policy.

Consequences: Failure to comply with this policy may result in disciplinary action, in accordance with the Council's Human Resources policies and procedures.

Remember:

- AI is a tool to assist us, not replace human judgement or decision-making.
- Always use AI responsibly, ethically, and transparently.
- If you're unsure, ask questions before using AI. Read further information on AI [here](#) or contact your DIG representative.