AI Usage Policy

[Company name] · Effective [date] · Policy owner: [name, role] · Review every 6 months

Purpose. This policy lets our team use AI tools (such as ChatGPT, Claude, Copilot, and Gemini) to work faster, while protecting our customers, our people, and our business. It applies to all employees and contractors who use AI tools for work.

1. Approved tools

Use only the tools below, and only through **company accounts**. Personal or free accounts must not be used for company work.

Tool	Account type	Approved for
[e.g., ChatGPT Team / Claude Team]	Company business account	[Drafting, summarising, analysis]
[e.g., Microsoft Copilot]	Company Microsoft 365	[Email, documents]
[Add tool]	[Account]	[Use]

To request a new tool, contact [policy owner]. Before approval, we check: where the data is stored, whether the provider trains on our data, the business terms, and the admin controls.

2. What you may share: the traffic-light rule

	Information	Rule
🟢 **Green**	Public information, general questions, drafting from scratch, code without secrets	Allowed in any approved tool
🟡 **Amber**	Internal documents, non-sensitive business data, anonymised data	Only in approved **company** accounts
🔴 **Red**	Customer personal data (names, phone numbers, IDs, addresses), employee HR or health data, passwords and API keys, payment or bank details, confidential contracts, anything under an NDA	**Never** enter into any AI tool, unless [policy owner] approves a specific, secured system in writing

When in doubt, treat it as Red and ask.

3. Your responsibilities

- **Check before you use.** AI can be confidently wrong. Verify facts, figures, legal points, and code before relying on them.
- **You own the output.** Work produced with AI is your responsibility, just as if you had written it yourself.
- **People decisions need people.** AI must not make, or be the sole basis for, decisions about hiring, performance, pay, credit, or customer eligibility.
- **Respect others' rights.** Don't use AI to copy copyrighted material, or to imitate real people or other brands.
- **Be open with customers.** Customer-facing AI (chatbots, automated replies) needs approval from [policy owner] before launch. It must tell customers they are talking to an automated system and offer a route to a person.

4. Privacy and compliance

We follow the data protection laws that apply to us. Depending on where we operate, these include Saudi Arabia's Personal Data Protection Law (PDPL), the UAE's Federal Decree-Law No. 45 of 2021, and Egypt's Law No. 151 of 2020. Entering personal data into an unapproved AI tool may breach these laws.

5. Mistakes happen: report them

If you entered Red information into an AI tool, or notice a problem with AI output that reached a customer, tell [contact / email] **within 24 hours**. Reporting quickly lets us limit the impact. No one will be penalised for reporting an honest mistake promptly.

6. Acknowledgement

I have read and will follow this policy.

Name	Signature	Date

Next step: find out where AI will actually pay off for you.
Take the free 3-minute AI readiness self-assessment at rakizaadvisory.com, or book a free 20-minute call: cal.com/rakizaadvisory/fit-call

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