

## **Artificial Intelligence, Large Language Models, and Chatbot Usage Policy for Associations**

This policy outlines the ethical standards for using AI technologies, including large language models and chatbots like ChatGPT, in our organisation. Membership organisations in New Zealand could adopt when using AI, Large Language Models and ChatGPT-like technologies. It's based on several key principles, including transparency, responsibility, privacy, and the continued improvement of AI ethics.

*Please note that this policy may need to be modified according to the specific goals, constraints, and regulatory requirements of the organisation. It is also advised to seek legal counsel in drafting such a policy.*

This policy applies to all staff, members, and third-party vendors involved in the design, development, deployment, and use of AI systems within our organisation.

### **Policy Statements**

#### **Transparency and Disclosure**

1. Our organisation will clearly indicate when members are interacting with AI systems. Members have the right to know when they are dealing with AI and not human personnel.
2. We will provide accessible information about the capabilities, limitations, and the intended use of AI applications.

#### **Ethical Use and Fairness**

1. We are committed to ensuring that AI technologies are used to promote inclusivity and are free from bias.
2. We will employ due diligence to mitigate any unintended bias in AI applications, ensuring fairness in all operations.

#### **Privacy and Data Protection**

1. AI systems will be used in strict compliance with New Zealand's Privacy Act 2020, and any data collected will be securely stored and processed.
2. We will inform members about the data that is collected, how it is used, and the measures we take to protect their data.

### **Membership Data Protection**

1. Membership data collected by AI systems will be treated with the utmost care and confidentiality.
2. We will only collect membership data that is necessary for the proper functioning of our services and will ensure that it is stored and processed securely.
3. Membership data will be used solely for the purposes outlined to members and will not be shared with any third parties without explicit consent, unless required by law.
4. Our organisation will implement robust security measures to safeguard membership data against unauthorized access, alteration, or disclosure.
5. In the event of a data breach or unauthorized access, we will promptly notify affected members and take necessary steps to mitigate any potential harm.
6. Members have the right to access, correct, and delete their membership data, and we will provide them with appropriate mechanisms to exercise these rights.

### **Membership Data Governance**

1. We will appoint a designated data protection officer responsible for overseeing the governance and compliance of membership data within AI systems.
2. Regular audits and assessments will be conducted to ensure adherence to data protection laws, regulations, and best practices.
3. Data retention policies will be established to determine the appropriate duration for which membership data should be retained, considering legal requirements and the purpose for which the data was collected.
4. Any third-party vendors or service providers who may have access to membership data will be required to sign data protection agreements and adhere to our privacy and security standards.

### **Human Oversight and Accountability**

1. All AI systems will have appropriate levels of human oversight. Decisions involving significant impact to individuals or groups will be subject to human review.
2. We will establish an internal AI Ethics Committee responsible for oversight and monitoring of AI systems to ensure they meet ethical and regulatory standards.

### **Continuous Improvement and Innovation**

1. We will regularly review and update our AI systems and this policy to reflect advancements in technology, ethical standards, and legislative requirements.
2. We encourage a culture of innovation and learning around AI technologies while maintaining a strong focus on ethical considerations and member impact.

### **Implementation Guidelines**

1. Training will be provided to all relevant staff on the ethical implications and correct use of AI systems.
2. Feedback channels will be established for members to report concerns or issues related to our AI systems.
3. Policy Review: This policy will be reviewed at least annually, or more frequently if needed, to ensure it remains relevant and effective.

The use of AI within our organisation is an evolving area, and we remain committed to ongoing dialogue with our members, staff, and the wider community about how we can best leverage these technologies in a manner that upholds our collective values.

13<sup>th</sup> June 2023