



DORSET & WILTSHIRE FIRE AND RESCUE SERVICE

Acceptable Use of Artificial Intelligence

To be used in conjunction with the Information Management Policy

Information Management

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1 Purpose & Definition

- 1.1 The purpose of this procedure is to outline the governance principles and acceptable use of Artificial Intelligence (AI). It applies to all Service information and data assets.
- 1.2 It aims to ensure the responsible and ethical use of AI technologies to promote fairness, safety, and compliance with legal and regulatory requirements.
- 1.3 It applies to member of staff's use of open-sourced AI tools as well as any future AI technologies that we purchase or develop in house.
- 1.4 **Definition of AI**
 - 1.4.1 Artificial Intelligence (AI) refers to the development of systems that can perform by replicating human intelligence. These tasks include understanding natural language, recognising patterns, making decisions, and solving problems.

1.5 What constitutes AI?

1.5.1 AI covers a variety of technologies, which include the following:

- **Machine Learning (ML):** A type of AI where algorithms learn from data and make predictions or decisions without being explicitly programmed for each task.
- **Natural Language Processing (NLP):** Enables computers to understand, interpret, and respond to human language (such as ChatGPT).
- **Computer Vision:** Allows machines to understand and make decisions based on visual data from the world.
- **Robotics:** Involves creating robots that can carry out tasks on their own or with limited human input.

1.6 What AI isn't

1.6.1 AI is often mixed up with simple automation. However, true AI involves systems that can learn and adapt over time, rather than just following pre-set rules. AI is not about replacing humans but enhancing human abilities and making our lives easier and more efficient.

2 Procedure Principles

2.1 Approved and acceptable use of AI

2.1.1 Only approved AI tools shall be used for processing Service data and information.

2.1.2 Members of staff must:

- use AI systems responsibly and ethically, avoiding any actions that could harm others, violate privacy, or facilitate malicious activities
- adhere to the Service's data protection and information security procedures when using AI systems
- not enter personal information or any confidential information into any external AI system (without prior authorisation from the Digital Data and Technology (DDaT) Board. This includes open-sourced AI tools that are used free of charge and found online. Examples are (but not limited to) ChatGPT, QuillBot, Co-pilot for Microsoft, Co-pilot for GitHub
- refrain from using or sharing any **Service-related data** that may be linked to Service operations, or any other business-related information that is not meant for public disclosure. Seek advice from the relevant Information Asset Owner and refer to [Information Handling and Classification Procedure](#) for more information
- add the Human Touch: AI tools can assist us and should be used to enhance your work, but the final output should always be reviewed, refined, and supplemented with human oversight. Ensure that the responses generated are accurate and align with our standards of quality and code of ethics
- be transparent and disclose when AI is being used, especially in interactions with other individuals, to avoid deception or manipulation. Include the phrase "AI has been used to create this content"

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- comply with all applicable laws, regulations, and ethical guidelines when using AI technologies (please refer to 2.13 and 2.1.4).

2.1.3 The relevant laws that staff must comply with include, but is not limited to:

- Data Protection Act 2018 and General Data Protection Regulation
- Equality Act 2010
- Human Rights Act 1998
- Copyright, Designs and Patents Act 1988.

2.1.4 The ethical guidelines are set out in [Understanding artificial intelligence ethics and safety - GOV.UK](#). In summary, members of staff should ensure that their use of AI is:

- ethically permissible and should consider the impacts it may have on the wellbeing of affected stakeholders and communities
- fair and non-discriminatory - consider its potential to have discriminatory effects on individuals and social groups, mitigate biases which may influence your model's outcome, and be aware of fairness issues throughout the design and implementation lifecycle
- worthy of public trust - guarantee as much as possible the safety, accuracy, reliability, security, and robustness of its product
- justifiable - prioritise the transparency of how you design and implement your model, and the justification and interpretability of its decisions and behaviours

2.1.5 Only use open sourced AI tools (external chat bots) with extreme caution. Identifiable Service-related information and data **will not** be processed within off the shelf or free AI tools without prior authorisation from the DDaT Board.

2.1.6 Members of staff may use AI (including large language models) for generic, non-identifiable information, data and images, such as the creation of report templates, terms of reference or training visual aids, drafting communications including email, provided all the guidance in section 2.1 is followed.

2.1.7 All information shall be assessed before use, using the guidance in the [Information Handling and Classification Procedure](#), to understand its value.

2.1.8 Approved AI tools must not be used for malicious or offensive content on any Service platform/system.

2.1.9 Unauthorised use of AI tools or Service information could impose a security risk to the Service's corporate network or adversely impact the Service's compliance with data protection and Freedom of Information legislation. Unauthorised tools will be removed if found to be in use.

2.2 Governance

2.2.1 The DDaT Board (made up of subject matter experts and Information Asset Owners) will consider use cases of AI and the information or data assets proposed for use. These will be considered on a case-by-case basis.

- 2.2.2 It is essential that data ethics, security and the categories of data are considered before using AI. The Service recognises that the use of AI brings opportunities and risk, and the use of Service information must be governed proportionately.
- 2.2.3 We will carry out IG and People impact assessments for all use-cases. This will include all technology-based procurements where 3rd party suppliers use AI as part of their product offering.
- 2.2.4 An allowed list of tools will be maintained over time so that new use cases for the ethical use of Service data and information can be considered more efficiently. If an AI tool is not on the allowed-list but is of preferential use, approval must be sought via the DDaT Governance Board prior to purchasing/implementation. This will ensure the safety and security of Service information and data.

3 Responsibilities

3.1 All members of staff

- 3.1.1 Use AI in accordance with this procedure.
- 3.1.2 Carry out an IG impact assessment for any new use cases.

3.2 Senior Information Risk Owner (SIRO)

- 3.2.1 The SIRO has overall accountability for how AI is deployed and governed throughout the Service.

3.3 Information Asset Owners (IAOs)

- 3.3.1 Manage all AI related risks within your areas of responsibility. IAOs have operational responsibility within their business areas for ensuring any systems and processes enforce compliance with this procedure.

3.4 DDaT Board

- 3.4.1 Approve new use cases of AI.
- 3.4.2 Monitor compliance with this procedure.
- 3.4.3 Maintain an allowed list of tools as set out in section 2.2.4 above.

3.5 Information Governance (IG) Team

- 3.5.1 Review IG impact assessments related to AI and provide an assessment of the risks to the DDaT Board.

4 Monitoring & Assurance

4.1 Procedure Management

- 4.1.1 Use of approved AI tools will be monitored to ensure compliance with this procedure and relevant information related legislation.
- 4.1.2 Staff members found to be using unapproved AI tools without authorisation, and who are in contravention of this procedure, may be subject to disciplinary action.

5 Learning and Development

- 5.1 Members of staff will be made aware of this procedure as part of their induction.

6 Document References

6.1 Document References

CO-PR-0032 - Information Handling and Classification Procedure

6.2 Supporting Information

[Understanding artificial intelligence ethics and safety - GOV.UK](#)

6.3 Impact Assessment Link

[IA136425 - IM 31 - Acceptable use of AI](#)

7 Document Management

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