

AI Policy

Purpose

Pulborough and District Community Care Association (PDCCA) uses digital tools to support our work across the community. Artificial Intelligence (AI) can help with some administrative and communication tasks, but it must be used safely, responsibly, and in a way that reflects PDCCA's values of care, trust, dignity, and respect.

This policy sets out how staff, volunteers, and trustees should use AI tools when working on behalf of PDCCA.

Principles

Everyone working with PDCCA has a responsibility to ensure that AI is used in a way that protects the people we support, particularly vulnerable adults, older people, and anyone who may be at risk. It is the responsibility of each adult working at PDCCA to ensure that:

- their use of AI is appropriate at all times;
- they do not enter personal or sensitive information into AI tools;
- they ensure all AI-generated content is checked by a human before use;
- they follow PDCCA's safeguarding and data protection procedures;
- they recognise that AI must never replace human judgement, care, or decision-making; and
- they ensure that all communication and content reflects PDCCA's values and standards.

All persons who work at PDCCA must accept and understand this policy. They must also agree to put PDCCA's policies on safeguarding and data protection into practice when using AI.

Meeting your responsibilities

To give positive guidance, the following sections outline how AI may and may not be used at PDCCA. These help ensure that:

- the welfare and privacy of the people we support is safeguarded;
- AI is used only to support, not replace, human judgement; and
- staff and volunteers avoid situations that could lead to misunderstandings, errors, or misuse.

Using AI at PDCCA

Acceptable use

- DO use AI to support administrative tasks, such as drafting newsletters, notices, or general communications;
- DO use AI to help generate ideas for events, fundraising, or volunteer recruitment;
- DO use AI to summarise non-confidential information for internal use;
- DO use AI to create general content for social media or the website, provided it contains no personal data;
- DO ensure all AI-generated content is reviewed and approved by a PDCCA staff member or volunteer before being shared;
- DO ensure that AI supports your work and does not replace the personal contact central to services such as Community Transport, Pulborough Pantry, Cooking with Confidence, Befriending, Lunch Club, or Pop-In.

Unacceptable use

- DO NOT enter personal, sensitive, or confidential information about clients, volunteers, or staff into AI tools;
- DO NOT use AI to make decisions about individuals, including eligibility for services or safeguarding concerns;
- DO NOT use AI to provide legal, medical, financial, or safeguarding advice;
- DO NOT use AI to generate content that could be misleading, biased, discriminatory, or harmful;
- DO NOT allow AI to replace human judgement, especially in matters involving care, safety, or wellbeing;
- DO NOT use AI to create or store records relating to individuals.

Safe and responsible practice

- DO ensure AI use complies with UK GDPR and PDCCA's Data Protection Policy;
- DO ensure AI-generated content reflects PDCCA's values of dignity, respect, and fairness;
- DO ensure that any errors, inaccuracies, or inappropriate content generated by AI are corrected before use;
- DO remember that someone else might misinterpret AI-generated content if it is not checked carefully;
- DO report any concerns about inappropriate or unsafe use of AI to the PDCCA Chairman or a trustee.

Review of this policy

This policy will be reviewed regularly to ensure it remains appropriate as technology and regulations evolve.