AI Policy Starter Kit

SOLUTIONS24X7 · TCS FRAMEWORK

STARTER EDITION

The six things every AI policy must cover — plus the data classification model your team can use today

What Your AI Policy Must Cover

01 · APPROVED TOOLS

Name the tools staff may use for work. Anything not listed is not approved. Be specific — free ChatGPT ≠ ChatGPT Enterprise.

02 · DATA RULES

Classify your data into tiers. Define which tier can go into which tool. This is the single most important decision in your policy.

03 · ACCEPTABLE USE

Be explicit about what staff may and may not do. Don't leave it to interpretation — that's where risk compounds silently.

04 · HUMAN OVERSIGHT

List the decisions that always require human review before action. AI assists. Humans decide. Make that explicit.

05 · QUALITY & ACCURACY

AI can hallucinate. Staff must know they are responsible for the accuracy of any work they submit — even if AI helped create it.

06 · REVIEW CADENCE

Set a review date — quarterly is best. AI tools and risks evolve fast. A policy written in 2024 is already showing its age.

Data Classification — The Model That Matters Most

The question staff ask most often is: "Can I put this into ChatGPT?" This table gives them the answer.

Tier	Description	AI Tool Usage	Quick Test
🟢 PUBLIC	Published info, marketing content, public data	✅ Any approved AI tool	*Would you post this on LinkedIn?*
🔵 INTERNAL	Internal docs, processes, general business info	✅ Enterprise AI tools only	*Would a new employee see this on day one?*
🟠 CONFIDENTIAL	Financials, strategy, contracts, IP	⚠️ Approved enterprise tools + caution	*Only specific teams should see this?*
🔴 RESTRICTED	Personal data, client info, credentials, health records	❌ Never enter into AI tools	*Could this harm someone if leaked?*

> *When in doubt, treat it as Restricted. The cost of over-caution is friction. The cost of under-caution is a data breach.*

Acceptable Use — The Lines That Matter

✅ Staff MAY use AI to:

- Draft and edit emails, documents, presentations
- Summarise meetings and lengthy documents
- Brainstorm ideas and create outlines
- Research publicly available information
- Analyse data (approved tools, appropriate data tier)
- Learn new skills and get concept explanations

❌ Staff must NOT:

- Enter personal data (client names, addresses, emails) into non-enterprise tools
- Share confidential info in free/personal AI tools
- Use AI outputs without reviewing for accuracy
- Make final decisions based solely on AI output
- Publish AI-generated content without human review
- Use AI to bypass security controls or access systems

Human Oversight — The Non-Negotiables

These decisions **always** require a human to review before action is taken — regardless of how confident the AI output appears:

- 📧 External communications and client-facing content
- ⚖️ Legal, compliance, or contractual matters
- 📢 Content published under the organisation's name
- 💰 Financial decisions and recommendations
- 👥 HR decisions affecting staff
- 🔒 Any action that cannot be easily undone

> ***AI assists. Humans decide.*** *The moment this principle erodes, liability follows.*