

AI Safety + Privacy Rules (Lite)

A simple policy you can follow today (and share with staff).

What NOT to paste into AI tools

- Customer personal data (full names + addresses + ID numbers).
- Banking details, passwords, MFA codes, account numbers.
- Confidential contracts or pricing schedules (unless anonymised).
- Employee private information (health, performance notes, disputes).
- Anything you wouldn't be comfortable seeing in public.

What IS okay to use

- General scenarios, anonymised customer messages, and 'sanitised' examples.
- Drafting emails, proposals, policies, checklists, and SOPs.
- Brainstorming offers, campaign ideas, and customer FAQs.
- Summarising your own notes and creating action plans.

How to anonymise quickly

- Replace names with [Customer], [Supplier], [Staff].
- Replace locations with [Town], [Site].
- Replace prices with ranges or placeholders like \$[amount].
- Remove attachments and paste only what is necessary.

Quality control checklist (always)

- Does this make promises we can't keep?
- Are the numbers correct (rates, pricing, dates)?
- Is the tone on-brand and respectful?
- Would this stand up if a customer forwarded it?