



Cyngor Dinas Llanellwy St Asaph City Council

Artificial Intelligence Policy

1. Introduction

- 1.1 Artificial Intelligence (AI) Is becoming increasingly visible in public sector work. Used appropriately, it can support smarter working, efficiency, accessibility and consistency.
- 1.2 AI refers to computer systems that can perform tasks which would normally require human input. This includes analysing information, summarising documents and drafting text.

2. Purpose

- 2.1 This policy outlines guidelines for the responsible, ethical, and secure use of Artificial Intelligence tools by council employees, councillors and contractors.
- 2.2 The aim is to increase administrative efficiency, while mitigating risks related to data privacy, misinformation and accountability.

3. Scope

- 3.1 The policy applies to all members and employees of St Asaph City Council who use AI.
- 3.2 It covers all generative AI tools (such as Chat GPT, Google Gemini, Microsoft Copilot, Govassist) and AI enabled software used for council business.
- 3.3 Members and officers should treat free AI tools as public systems, unless approved otherwise.

4. Permitted Use of Artificial Intelligence

- 4.1 Members and officers are permitted to use AI to carry out tasks.
- 4.2 Members and officers remain responsible for the accuracy of their work.
- 4.3 Members and officers must not input data which identifies the council directly, or indirectly.
- 4.4 Members and officers must not input confidential or sensitive information. This includes:
 - i. Information about employees.
 - ii. Information about members of the public.
 - iii. Information about suppliers, hirers or officers from partner organisations.
 - iv. Financial information.

- v. Internal policies and procedures.
- vi. Software codes or logins.

4.5 Generally Acceptable Use

Members and officers can use AI for the following tasks:

- i. Drafting, proofreading, and improving the clarity of text.
- ii. Summarising or simplifying public documents.
- iii. Researching ideas from the internet. Information must be checked and verified against reliable sources.

4.6 Use with Safeguards

Members and officers should use AI for the following, but must proofread and approve the content before publication:

- i. Formatting council reports and documents, which must be reviewed and approved by officers.
- ii. Generating council communications, such as correspondence, website content, newsletters and social media posts, subject to review before publication.
- iii. Language translation intended for publication. This must be checked by a competent speaker of the language.

4.7 Prohibited Use

Members and officers must not use AI for the following purposes:

- i. Entering private or confidential data into public AI tools, such as personal details or complaint narratives.
- ii. Safeguarding matters, HR or disciplinary issues, complaints handling or sensitive casework.
- iii. Automated decision-making which could significantly affect individuals.

4.8 Accountability

- i. Failure by employees to maintain the required quality and accuracy of their work may result in disciplinary or capability procedures.

5. Risks Associated with Use of AI

5.1 Members and officers should be aware that use of AI could result in:

- i. an incorrect answer to the question asked.
- ii. inconsistent answers when asked the same question.
- iii. outdated information.
- iv. information which is biased or discriminatory.
- v. a security or data protection risk, if confidential data is input.

6. Data Privacy, Security and Council Responsibility

6.1 Many AI Providers use data entered into their systems to improve or train models. This is particularly true of free tools, where security controls are limited.

6.2 Members and officers must:

- i. Not enter any personal data into public AI tools.
- ii. Use only council approved tools or environments for council work. If unsure, treat the tool as a public tool and do not use it for council information.
- iii. Check supplier terms and settings before use to establish whether prompts are stored or shared.
- iv. Keep council records properly. Store final outputs in the usual record-keeping system and keep prompts or drafts only when they are needed for the audit trail.
- v. Remember that AI-assisted drafts created for council business may be disclosable under Freedom of Information or Environmental Information Regulations and subject to records management requirements.
- vi. If sensitive information is entered into a tool by mistake, treat it as a potential data incident and follow the council's reporting process immediately.

7. Transparency and Quality Control

7.1 To maintain trust, members and officers should apply a minimum standard of transparency and checking:

- i. Check facts: verify dates, figures, names. Legal references, and quotations against the original source.
- ii. Check tone, accessibility: ensure outputs are appropriate for a public body and meet accessibility needs.
- iii. If publishing Welsh outputs, have them checked by a competent Welsh speaker before use.
- iv. Bias and balance: be cautious when summarising consultation feedback; test whether important minority views are being missed.
- v. Ensure that images generated by AI do not breach copyright.

8. Environmental and Sustainability Considerations

8.1 Use of AI has environmental impacts, including energy and water use in data centres.

8.2 Members and officers should:

- i. Use AI proportionately.
- ii. Avoid excessive or unnecessary use.
- iii. Remain mindful of sustainability commitments.

9. References

This policy is written with reference to the following documents:

- i. One Voice Wales Practice Development Note 25.
- ii. Artificial Intelligence Playbook for the UK Government (Gov.UK)
- iii. Artificial Intelligence (AI) – Welsh Government (Gov.Wales)
- iv. Guidance on AI and data protection – Information Commissioner's Office.
- v. Data Protection Act 2018.
- vi. Freedom of Information Act 2000.

- vii. Equality Act 2010.
- viii. Copyright, Designs and Patents Act 1988.
- ix. Computer Misuse Act 1990.

10. Further Information

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Policy Approved

Last Policy Review

Next Policy Review

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