HSC Health and Social Care

Terms of Use for Microsoft Copilot

Working together Excellence Openness & Honesty Compassion

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Document Summary

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Introduction

This document outlines the terms of use for Microsoft Copilot, which must be agreed upon by all staff members for use of this service. The purpose of these terms is to ensure the safe, ethical, and effective use of these AI tools within the HSC.

Acceptable Use

1. Authorised Tools Only: As Staff should only use corporately provided tools to complete their work, these AI tools are being made available to reduce any risk of unauthorised tools.
2. Personal devices: Use of unauthorised AI tools on personal devices for HSC business, to circumvent HSC organisation policies or safeguards, is strictly prohibited.
3. Personal Accounts: Use of unauthorised AI tools on personal accounts to conduct HSC business is strictly prohibited.
4. Informed Use: Users must complete the appropriate training before using these AI tools to ensure they understand their capabilities, limitations, and the ethical considerations involved. *Copilot Chat essentials training* [redacted] *or Copilot 365 essentials training* [redacted] are recommended in advance of using Copilot. Further training should be undertaken in advance of use of new features.
5. Business Purposes Only: Use of corporate AI tools must be limited to HSC business purposes.
6. Compliance with Policies and Legislation: Any use of these AI tools for HSC business purposes, must be consistent with existing policies and applicable legislation within your organisation.
7. No Public Credentials: Do not use HSC Organisation credentials, email addresses, or telephone numbers as a login to publicly available AI applications on HSC or personal devices.
8. Data Protection: Do not input HSC intellectual property, sensitive, confidential or personal information of patients/clients, employees, customers, or other third parties into any AI Tool. Follow your department's data handling policies at all times.
9. Data Breaches: In the event of suspecting a data breach while using the AI Tools, this should be reported to your line manager and managed in accordance with your organisation's policy on incident management. Further advice should be sought from your ICT Department or Information Governance team.
10. Service Request Process: Requests for these tools must be managed under the existing Service Request process and are subject to review and managerial approval.

Attribution and Review

1. Clear Attribution: Where appropriate, any output used for work purposes should be clearly attributed to the AI application that created it through a footnote or other visible means.
2. Record Keeping: Maintain an updated record of AI use for work purposes and be able to share those records with your manager or other authorised personnel upon request.
3. Review of AI output: Review output of AI applications for accuracy to ensure it meets the HSC principles of equity, ethics, and appropriateness.

Prohibited Uses

1. Discrimination: It is forbidden to use any output that discriminates against individuals on the basis of race, colour, religion, sex, gender, national origin, age, disability, marital status, political affiliation, with/without dependents, or sexual orientation.
2. Fraud and Misrepresentation: It is forbidden to use these AI tools to create any content for purposes of committing fraud or to misrepresent an individual's identity.

Monitoring and Compliance

1. Monitoring: HSC reserves the right to access and monitor the use of HSC AI applications to ensure compliant use of these systems.
2. Disciplinary Actions: Users who fail to comply with any provision of these terms may be subject to organisational HR processes which may result in disciplinary action. User violations that are considered a breach of contract may result in removal from assignment. Any AI-related activities that appear to violate applicable legislation will be reported to appropriate authorities.

By agreeing to the responsible use of Microsoft Copilot, you acknowledge that:

- **you have completed the *Copilot Chat essentials training* [redacted]**
  or *Copilot 365 essentials training* [redacted]
- **you will adhere to these terms and ensure that your use of these AI aligns with the principles and guidelines set out in this document and your organisation's AI policy, where available.**
- **you will use Copilot to support productivity, not to replace critical thinking or decision-making.**
- **you will avoid using Copilot for generating inappropriate, offensive, or misleading content.**