AI JUMPSTART TOOLKIT · RESPONSIBLE AI

AI Policy Starter Checklist

Twister Hub AI

Things to consider when writing your AI use policy.

This checklist is here to help you get started on writing your own AI use policy. Here are some of the points most small businesses end up covering. Work through the three columns and you'll have the bones of something real. Print it, tick it, keep it.

DECIDE UP FRONT

The calls only you can make

- [ ] Which tools are approved — and which aren't
- [ ] Whether accounts are business or personal
- [ ] Who signs off on anything customer-facing
- [ ] When you tell customers AI was involved
- [ ] What's off-limits entirely — legal, HR, medical, financial advice
- [ ] Who someone asks when they're not sure
- [ ] How new hires learn all of the above
- [ ] Whether AI may ever imitate a real person's voice or style
- [ ] What happens if someone ignores the rules
- [ ] When you'll review this again — put a date on it

REVIEW REQUIRED

Always do this

- [ ] A human reads it before a customer does
- [ ] Check every fact, number, date, and name
- [ ] Swap real details for placeholders while drafting
- [ ] Keep the final say with a person, not the tool
- [ ] Make sure it still sounds like your business
- [ ] Assume it can be wrong and sound confident anyway
- [ ] Ask: would this read as fair to everyone it's about?
- [ ] Use approved tools on business accounts only

NOT PERMITTED

Never goes into an AI tool

- [ ] Customer names tied to personal details
- [ ] Card numbers, bank info, or payment data
- [ ] Social security or government ID numbers
- [ ] Employee records, health info, or HR matters
- [ ] Passwords, keys, or login credentials
- [ ] Anything covered by a contract or NDA
- [ ] Trade secrets, internal plans, or pricing you don't publish
- [ ] A customer's information they didn't agree to share
- [ ] Anything you'd be uncomfortable seeing in a screenshot

Ready to write it? Let AI interview you. Type this into your AI tool, then answer its questions using the boxes you ticked above:

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"Act as an HR and operations pro who writes AI use policies for small businesses. Help me create a simple AI use policy for my workplace. Interview me first, one question at a time, using this checklist as your guide: [describe the boxes you ticked]. Don't ask for actual customer or employee details, only the categories we handle. When you have what you need, write a plain-language draft I can run past my team, my attorney, HR — whoever handles that for us."
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This isn't legal advice. Review with qualified counsel before adoption.

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