



## Artificial Intelligence (AI) Policy

### 1. Purpose

This policy establishes the principles and guidelines for the responsible deployment, use, and management of Artificial Intelligence (AI) systems within Carers Federation. It aims to ensure that AI technologies are utilised ethically, legally, and effectively to support organisational objectives while safeguarding individual rights.

### 2. Scope

This policy applies to all employees, contractors, and third parties who develop, deploy, manage, or interact with AI systems on behalf of the organisation.

### 3. Principles

**Ethical Use:** AI must be deployed in a way that aligns with the organisation's core values and ethical standards. This means:

- **Fairness:** AI systems should avoid bias and discrimination, ensuring that decisions do not unfairly disadvantage any group or individual.
- **Transparency:** The logic and data behind AI decisions should be clear and accessible to stakeholders, allowing for scrutiny and understanding.
- **Accountability:** There must be clear responsibility for AI outcomes. If an AI system makes a significant decision, the process and rationale should be documented, and staff should be able to explain or justify the outcome.
- **Respect for Human Dignity:** AI should never be used in ways that undermine the dignity, autonomy, or rights of individuals. AI must be used in a manner consistent with the organisation's values and ethical standards, ensuring fairness, transparency, and accountability.
- **Compliance:** All AI activities must adhere to relevant laws, regulations, and industry standards. This includes:
- **Legal Requirements:** Compliance with data protection laws (such as GDPR), intellectual property rights, and sector-specific regulations.



- **Industry Standards:** Following best practices and guidelines set by recognised bodies (e.g., ISO, City & Guilds).
- **Contractual Obligations:** Ensuring AI use does not breach any contractual terms with clients, partners, or third parties. All AI activities must comply with applicable laws, regulations, and industry standards.

**Privacy and Security:** AI systems must safeguard personal and organisational data by:

- **Data Protection:** Ensuring personal data is processed lawfully, securely, and only for legitimate purposes.
- **Security Measures:** Implementing robust technical and organisational controls to prevent unauthorised access, data breaches, or misuse.
- **Anonymisation:** Where possible, using anonymised data to minimise privacy risks.
- **Consent:** Obtaining explicit consent when processing sensitive information, and informing stakeholders about how their data is used AI systems must protect personal data and organisational information in accordance with data protection laws and security best practices.

**Transparency:** The organisation will foster transparency by:

- **Documenting Processes:** Keeping records of how AI systems make decisions, including algorithms, data sources, and parameters.
- **Stakeholder Communication:** Making relevant information about AI systems available to those affected, including employees, clients, and regulators.
- **Disclosure:** Informing users when AI is involved in decision-making or content generation, especially in contexts where it may impact outcomes the organisation will promote transparency by documenting AI decision-making processes and making information available to stakeholders where appropriate.



**Human Oversight:** Significant decisions made by AI should be subject to human review and intervention:

- **Review Mechanisms:** Establishing procedures for staff to assess and, if necessary, override AI decisions.
- **Training:** Ensuring employees are trained to understand AI outputs and intervene appropriately.
- **Responsibility:** Assigning clear roles for oversight, so that staff know when and how to step in if an AI system behaves unexpectedly or inappropriately.

#### 4. Responsibilities

- **Management:** Responsible for ensuring the implementation and enforcement of this policy.
- **IT and Management Teams:** Accountable for developing, testing, deploying, and monitoring AI systems in line with this policy.
- **All Staff:** Required to report any concerns or incidents related to AI usage and to complete relevant training on AI ethics and safety.

#### 5. Risk Assessment and Mitigation

Prior to deployment, AI systems must undergo thorough risk assessments to identify potential ethical, legal, and operational risks. Mitigation strategies should be documented and implemented accordingly.

#### 6. Continuous Review

This policy will be reviewed bi-annually, or as required, to adapt to technological advancements and regulatory changes. Feedback from stakeholders will be incorporated to ensure ongoing relevance and effectiveness.

#### 7. Reporting and Compliance

Any breaches or suspected breaches of this policy must be reported promptly to management. Non-compliance may result in disciplinary action in line with organisational procedures.