



AI at Itad – Frequently Asked Questions (FAQs)

Copilot 365 was used to generate these FAQs based on Itad documentation – after which they were reviewed by Itad staff.

Q: Can I still use AI tools like ChatGPT or Claude when working with Itad, or are they banned?

A: Yes, you may use generative AI tools (e.g. ChatGPT, Microsoft 365 Copilot, Claude) as helpful assistants – our policy **does not** ban AI outright. However, you must follow some important rules to use AI responsibly. In short, you can use AI for **general, supportive tasks** (like brainstorming ideas, summarising public information, drafting or editing text, or getting writing suggestions) as long as you **do not expose any confidential project details** or violate other guidelines. The aim is to let you benefit from AI's efficiency while **safeguarding sensitive data and quality**. We encourage you to **treat AI as a helpful assistant, not an automatic solution**, and to always apply your own expertise to anything AI produces. You should also **declare to Itad when AI has been used** – in line with our principles around transparency (see FAQ below).

Q: What am I not allowed to do with AI under the new clauses?

A: The most critical rule is **do not input any confidential Itad project data** or sensitive information into public AI tools. This includes raw project data, non-public analyses, internal documents, or personal data from the project. Unless you have *explicit written permission* for a specific case, **never share project files or sensitive content** with an AI service. Additionally, **do not rely on AI to make final decisions or replace human judgment**. AI output should always be seen as a draft or suggestion – you must refine and review it yourself. Avoid using AI to **generate confidential or proprietary content** (for example, code or analysis that Itad expects to keep internal). And of course, any use of AI should be **ethical and fair** – you must not use it to produce anything offensive, biased, or inappropriate. In summary, **never feed private data into AI**, and **don't let AI run on autopilot** for work that requires your careful oversight.

Q: What counts as “project data” or sensitive information I must not share with an AI tool?

A: **Project data** means any information from the project that isn't public knowledge. That includes primary data you've collected (like interview notes, survey responses, internal reports), any analysis or synthesis of project data (like draft findings or confidential deliverables), and any material that clients or partners consider confidential. **Sensitive information** also covers things like personal details, financial data, or other confidential records. In practical terms, **if the content isn't already public or doesn't belong to you personally, do not paste it into an AI tool.**

For example, **you shouldn't give ChatGPT a raw dataset or a draft report from the project – those would be off-limits**. Keeping such data out of AI systems prevents accidental exposure or misuse of confidential material.

Q: Why can't I feed project details into AI? How am I supposed to use AI effectively without context?

A: The restriction is there to **protect confidentiality and compliance**. Public AI services often save and learn from the data users input, so **if you put sensitive project info into them, it could be stored or even used inappropriately by the AI provider**. We understand that AI might seem more useful if it “knows” your specific context – but currently, **protecting project and client data takes priority**. You *can* still use AI effectively by focusing on general tasks: for instance, ask AI to help structure a report or generate generic ideas **without** revealing any private details. If you genuinely believe some AI processing of project data would be beneficial, **you must discuss it with your Itad contact first** who can then arrange for this to be undertaken by Itad staff (see next FAQ).

Q: Are there official or recommended AI tools I should use (or avoid)? What about Microsoft 365 Copilot?

A: Itad **does not require** you to use a specific AI tool – you can choose reputable services (like OpenAI's ChatGPT or similar) for permitted tasks, as long as you adhere to Itad's AI Policy. At present, **only Itad employees** are authorized to process project data with AI – using Microsoft's **Copilot 365**, and then only within Itad's secure systems. Whilst external consultants like you **may have access** to Copilot 365 for project work, we cannot guarantee it is configured (or will remain configured) to the same strict standards as Itad's secure systems. So, **stick to using AI tools for general tasks** and **never attempt to use any of these tools to handle project data** unless specifically approved. If you're unsure about whether a tool or use-case is appropriate, **please check with your Itad Project Manager**. We're happy to advise – the point is not to ban AI, but to use it safely.

Q: What does “required human oversight” of AI mean in practice?

A: “**Human oversight**” means that *you*, as a subject expert and professional, **stay in control of your work even when using AI**. If you use AI to help draft text, generate an outline, or analyse something, you must **carefully review and adjust the AI's output**. **Never treat AI output as a final product** – it should be considered a **first draft or rough idea**. You need to **fact-check** everything the AI provides, verify any numbers or references, and **edit the language** so it's clear and correct. Essentially, **AI can speed up routine tasks, but you are responsible for the accuracy and quality** of the final deliverable. For example, if AI drafts a paragraph, read it critically: ensure it's true, well-written, and aligns with the project's tone and requirements. This ensures that any AI-assisted content meets the same standards as if you'd written it from scratch – **the AI helps, but you remain the accountable author**.

Q: Do I need to tell anyone or label the work if I use AI assistance?

A: Yes. **Transparency is important** to Itad and our clients. We ask that if significant portions of a document or analysis were generated with AI assistance, you **make that clear to your Itad project lead** and, where appropriate, **in the deliverable itself**. The simplest way is a brief note or footnote such as *“This section was developed with the help of AI.”*. This kind of disclosure ensures that

everyone reviewing the work understands it may contain AI-generated elements, and can **treat it accordingly (e.g. as a draft or an idea that's been human-verified)**. Being open about AI use is **not intended to stigmatise your work or penalise you** – rather, it builds trust by showing you're following the agreed guidelines. It also helps all team members interact properly with the content, for example by double-checking factual accuracy. *Note:* Routine minor AI assistance (like using an email's autocorrect or minor grammar suggestions) doesn't need special mention – we're mainly concerned with substantive AI-generated content. When in doubt, it's better to **be transparent**.

Q: What if I accidentally share something I shouldn't with an AI, or an AI output causes a problem?

A: We understand mistakes can happen – the key is to **inform us right away** if a slip occurs. For example, if you realise you pasted a sensitive excerpt into an AI prompt by accident, **please notify your Itad Project Manager immediately** (within 24 hours ideally). The sooner we know, the sooner we can take steps to protect the data or mitigate any risk. You won't be automatically "in trouble" for an honest mistake, but hiding it could cause bigger issues, so it's always best to speak up quickly. Similarly, if AI-generated content you provided is later found to be incorrect or problematic, work with us to **correct it promptly** – it falls under normal quality control. In short, **report issues or uncertainties as soon as you can**. We're here to support safe use of AI, and that includes learning from any hiccups. The policy's aim is to manage risks proactively, not to blame anyone for exploring new tools in good faith.