

How Your Council Uses Artificial Intelligence (AI)

Artificial Intelligence (AI) tools, like Copilot, ChatGPT, and Gemini, are becoming common and our council uses them carefully and responsibly to improve efficiency while protecting your privacy and maintaining public trust. This summary explains **what we use AI for, what we don't use it for, and how we keep your information safe.**

What AI *helps us with*

AI is used only for **simple administrative tasks**, such as:

- **Drafting early versions** of newsletters, notices, or reports
- **Summarising long documents** so officers can work more efficiently
- **Turning technical language into plain English**
- **Brainstorming ideas** for community engagement or council projects

AI is just a **tool**. Every piece of AI-assisted text is **checked, edited, and approved by a human officer** before it is shared.

What AI is *never* used for

We **do not** use AI to make decisions about:

- Planning applications
- Grants or funding
- Recruitment
- Council policy
- Legal interpretation or advice

These decisions are always made by **elected councillors or qualified officers**. We also **never** enter personal information into AI tools. This includes names, addresses, complaints, financial information, or anything confidential.

How we protect your privacy

Your privacy is extremely important to us and any data we do have is limited to allotments, occasional surveys or issues you've directly asked us to help with. We regularly delete any data that we no longer need. To keep your data safe:

- We **remove all personal details** before using AI
- We **double-check all facts** AI produces
- We **report any accidental data issues immediately**

Our commitment to transparency

When AI has helped us prepare public information—such as summarising consultation feedback or drafting a notice—we will be open about it. AI never replaces human judgement. It simply helps us work more efficiently and communicate more clearly.

In short

AI helps us **write, summarise, and simplify**, but **people make the decisions**, and **your personal information stays protected**.