Citizens Telephone Cooperative Artificial Intelligence (AI) Usage Policy

Overview
AI technology is an integral part of many modern tools and applications. Citizens Telephone Cooperative embraces the responsible and ethical use of AI to enhance productivity, creativity, and innovation. This policy establishes guidelines to ensure that AI is used in a manner that protects our company, employees, customers, and stakeholders.

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1. Responsible Data Use

AI must not access or process company data unless explicit permission is granted by management. In such cases, data must be structured, anonymized, and reviewed to ensure no harm is caused to the company, customers, or stakeholders. Any access to sensitive data must comply with relevant data protection regulations.

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2. Data and System Security

If AI is permitted to process company data, a risk and privacy impact assessment must be conducted. Data must be anonymized where possible, and AI models must not retain or learn from proprietary or personal data unless explicitly approved.

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3. Human Oversight

All AI-generated outputs must be reviewed and approved by an employee before being used in any official capacity (internal or external). This includes written content, images, recommendations, or analysis. This helps ensure the accuracy, appropriateness, and fairness of the output.

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4. Transparency

AI-generated content must include a clear disclaimer where appropriate, informing users or customers that AI contributed to the content. This transparency fosters trust and awareness of AI involvement.

Acceptable Use

- Enhancing efficiency and productivity through AI-powered tools (e.g., document drafting, language translation, data summarization).

- Supporting creativity and innovation in marketing, design, and development.

- Automating routine tasks while maintaining human oversight.

- Using AI-driven insights for better decision-making, with human validation.

Unacceptable Use

- Using AI to generate or spread false, misleading, biased, or harmful content.

- Allowing AI unsupervised access to sensitive or personal data without proper authorization.

- Relying on AI outputs without human review for critical business decisions.

- Violating copyright, intellectual property, or any applicable laws through AI use.

- Using AI for surveillance or manipulation of individuals without a proper legal basis.

Conclusion
 AI is a powerful tool that can drive progress and innovation when used responsibly. Citizens Telephone Cooperative is committed to harnessing AI in a positive way that aligns with our values and serves our employees and customers.

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