



The Town of Arnprior Corporate Policies and Procedures Manual

Policy Name: Artificial Intelligence Use

Policy Manual Section: Information Technology

Revision Date: N/A

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Effective Date: July 8th, 2026

Organizational Coverage: All Staff

1.0 Policy Statement

The Town of Arnprior supports innovation and productivity through responsible use of technology. Artificial Intelligence (AI) can help staff improve efficiency and enhance service delivery; however, AI tools must be used carefully to protect privacy, data security, accuracy, and public trust. To maintain compliance with provincial legislation, industry best practices, and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), the Town will strictly control how AI tools are accessed and used. Only approved AI platforms may be used, and all AI-generated content must be reviewed by staff for accuracy and completeness.

2.0 Purpose

This policy establishes guidelines for the secure and responsible use of Artificial Intelligence tools by Town employees, Council members, contractors, students, and volunteers. The policy defines acceptable uses, prohibited uses, data protection requirements, and staff responsibilities.

3.0 Scope

This policy applies to all Town employees, contractors, co-op students, and volunteers; all Town business conducted using Town-issued devices, networks, or accounts; and any use of Artificial Intelligence for content creation, analysis, automation, drafting, or decision-making related to Town work. This policy does not apply to AI functions embedded in third-party systems already vetted and procured through IT.

4.0 Responsibility

Department Heads and Supervisors are responsible for communicating this policy to employees in their department.

Employees are responsible for reading, understanding, and complying with this policy and all related Town procedures.

IT Services is responsible for administration, oversight, licensing, and security requirements relating to AI platforms.

5.0 Definitions

Artificial Intelligence (AI): Information technology capable of performing tasks normally requiring human intelligence such as processing language, analyzing data, or generating content.

Generative AI: AI systems that create new content such as text, audio, images, code, or video based on a user prompt.

Prompt: Instructions, text, files, or data submitted to an AI tool to generate output.

Microsoft Copilot: The only Town-approved AI platform. Copilot operates within the Town's Microsoft 365 environment and provides enterprise security, data residency, and compliance controls.

6.0 Approved AI Tools

Microsoft Copilot is the only approved AI platform for Town use. Use of public AI tools such as ChatGPT, Google Gemini, Claude, Snapchat AI, Midjourney, or any other non-approved service is not permitted for Town business. AI tools may only be used when staff are signed in with their official Town Microsoft 365 account on a Town-managed device.

7.0 Acceptable Use

AI may be used for drafting documents such as emails, letters, forms, policies, or reports;

summarizing meeting notes or documents; creating templates, presentations, ideas, or research summaries; data analysis or visualization inside Microsoft 365; assisting with code, scripts, or automation; improving readability, grammar, or formatting. All AI-generated content must be reviewed by staff for accuracy.

8.0 Prohibited Use

AI shall not be used to upload confidential or sensitive information into non-approved AI platforms; generate legal or HR decisions without review; publish content without human oversight; interact with public AI tools for Town work; or make automated decisions impacting residents or staff without management approval.

9.0 Privacy and Confidentiality

All AI use must comply with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and [Information and Privacy Commissioner of Ontario \(IPC\) Principles for the Responsible Use of Artificial Intelligence Guidelines](#), as amended.

Records generated using AI are subject to retention policies. AI output containing confidential information must remain inside our Microsoft 365 environment. Any suspected breach must be reported to IT immediately.

Employees must limit the use of personal or confidential information (i.e. Human Resources, Legal, etc.) in AI prompts, to only what is necessary to complete the task. Wherever possible, personal information should be de-identified or generalized.

Microsoft Copilot operates within the Town's secure Microsoft 365 environment and does not use Town data to train AI models.

AI tools are to be used as productivity aids only and must not be used to make or support automated decisions about identifiable individuals without appropriate review and authorization.

AI must be used in a manner that respects human rights and avoids bias or discriminatory outcomes.

10.0 Oversight, Accuracy, and Transparency

AI does not replace human judgement. Employees are responsible for ensuring accuracy, completeness, and tone of AI-generated content. Public-facing documents must be verified before release.

11.0 Approval of New AI Tools

Any AI tool not already approved must be submitted to IT for review before use. IT will evaluate privacy, security, compliance, and data handling requirements before approval.

12.0 Security and Breach Reporting

Security breaches, unauthorized disclosure, or misuse of AI tools must be reported to IT Services for investigation.

13.0 Enforcement

Failure to comply may result in disciplinary action, revocation of access, termination of employment or contract.

14.0 Attachments

N/A

15.0 Version Control

Version	Date	Description	Author
1.0	July 8 th , 2026	Initial creation	Wes Schnob