



# City of Madison, Alabama

## Artificial Intelligence (AI) Use Policy

### 1. Purpose

This policy establishes clear expectations for the responsible, ethical, secure, and legally compliant use of Artificial Intelligence (“AI”) tools by all City personnel. The City of Madison is committed to leveraging AI in ways that uphold public trust, safeguard sensitive information, ensure transparency, and preserve the integrity of municipal operations.

### 2. Scope

This policy applies to all City employees, who access or use AI tools to perform City related work or use City-owned or City-managed devices, accounts, networks, or systems. This policy also applies when personal devices are used to perform City-related work involving AI tools.

### 3. Definition of Artificial Intelligence

For the purposes of this policy, Artificial Intelligence (AI) refers to, but is not limited to, the following technologies:

- **Generative AI Platforms** – Tools that generate text, images, audio, video, or other content (e.g., ChatGPT, Microsoft Copilot, Claude, Grok, Google Gemini)
- **Machine Learning Systems** – Applications that analyze data and make predictions or recommendations based on patterns
- **Automated Decision-Support Tools** – Systems that assist in evaluating options or recommending courses of action
- **AI-Powered Analytics** – Platforms that use AI to interpret or visualize data
- **Chatbots and Virtual Assistants** – AI-driven tools that simulate conversation or provide automated responses

### 4. Approved Uses

City related work may be conducted on IT-approved AI tools. Such AI tools may be used to support the following activities:

- Drafting routine correspondence, reports, and communications
- Conducting general research and summarizing information
- Preparing presentations, documents, and meeting materials
- Analyzing non-sensitive, non-confidential data
- Brainstorming ideas, outlines, or project frameworks
- Creating training materials and internal documentation

### 5. Prohibited Uses

The following uses of AI are strictly prohibited:

- **Entering confidential, sensitive, or protected information** into any AI platform. Any data that can distinguish or trace an individual’s identity, whether alone or combined with other linked or linkable information, is considered Personally Identifiable Information (“PII”). PII includes names, dates of birth, personal identification numbers (such as Social Security numbers, tax identification



numbers, driver's license numbers, passport numbers, or other government-issued identification numbers used to verify an individual's identity), address information, and personal characteristics. Prohibited information includes, but is not limited to, the following:

- PII;
- Sensitive Personally Identifying Information ("SPII") as defined by the Alabama Data Breach Notification Act of 2018;
- Employee personnel records or HR-related data;
- Criminal justice or law enforcement records;
- Health or medical information;
- Financial account data or payment information;
- Attorney-client privileged communications or legal strategy; or
- Any data classified as confidential under City policy or applicable law.

Employees who are unsure whether information is appropriate to enter into an AI system should contact the IT Department and Legal Department prior to doing so.

- **Using AI as the sole decision-maker** in matters involving employment actions, legal proceedings, financial obligations, law enforcement, code enforcement, public safety, internal or external communications, etc.
- **Seeking or confirming legal advice** – Attorney-client privilege and attorney work-product confidentiality do not apply to AI prompts and outputs. Putting information received from an attorney into an AI tool may waive attorney-client privilege.
- **Presenting AI-generated content** as official City policy, legal guidance, or formal City communication without proper review and authorization.
- **Using unapproved AI tools** – All AI platforms must be reviewed and authorized by the IT Department prior to use on City systems or for City business.
- **Using any AI system before disabling AI model learning or training settings** – AI systems may not be used for City business until the AI platform's model learning or training feature has been disabled. Employees must confirm that model learning or training is turned off prior to entering any information into an AI system to prevent City data from being used to train or improve AI models. Employees must verify with the IT Department that model learning or training is turned off prior to entering any information into an AI system to prevent City data from being used to train or improve AI models.
- **Generating misleading, deceptive, harassing, or discriminatory content** using AI tools, including content that misrepresents the City or its officials, consistent with the City's existing conduct and anti-harassment policies.
- **Attempting to bypass, manipulate, or "jailbreak" AI systems** to produce outputs that would otherwise violate this policy or applicable law.

## 6. Data Privacy and Security

The protection of City and resident data is paramount. The following requirements apply to all AI use:

- Sensitive, confidential, or legally protected data may not be entered into public-facing AI platforms unless a Data Protection or Data Processing Agreement approved by IT and Legal is in place.
- All AI tools used for City business must comply with applicable federal and state laws, including the Alabama Data Breach Notification Act and relevant privacy regulations.

- AI-generated outputs involving City data may be subject to public records laws and must be managed accordingly.
- Any AI system proposed for integration with City infrastructure, networks, or software systems must undergo a formal security review and receive written approval from the IT Department prior to deployment.
- Prior to approving any AI tool, the IT Department, in coordination with the Legal Department, shall evaluate the vendor's data retention, data access, data deletion, and privacy policies to ensure compliance with City requirements and applicable law.
- Any suspected or confirmed unauthorized disclosure of City data through an AI tool must be reported immediately to the IT Department and the Legal Department in accordance with the City's data breach response procedures.

## **7. Transparency and Accountability**

The City is committed to the transparent and accountable use of AI. The following standards apply:

- AI use on City systems or for City business must be defensible and documentable.
- Employees should be prepared to disclose when AI tools were used in the preparation of official documents or communications, if requested.
- Departments seeking to adopt new AI tools or platforms must submit a written request to the IT Department and Legal Department for evaluation and approval prior to implementation.

Employees must retain AI prompts and outputs that form part of the official record of a matter or decision in accordance with the City's records retention schedule. Employees should be prepared to produce AI prompts, inputs, and outputs in response to public records requests, subpoenas, or as otherwise required by law.

## **8. Human Oversight**

AI is a tool to assist, not replace, employees. Human oversight is required on all consequential decisions. Any decision that directly affects a citizen, employee, vendor, or an official action or obligation of the City must be made or confirmed by a responsible human employee. Automated or AI-assisted output must be critically evaluated before action is taken. No AI system may be granted autonomous authority over financial transactions, enforcement actions, personnel decisions, or public-facing policy determinations. Accountability for AI-assisted decisions rests with the employee who reviewed and acted on the output.

## **9. Training and Awareness**

The IT Department will provide guidance and training resources to help personnel and elected officials use AI tools responsibly and in accordance with this policy. Employees are encouraged to contact the IT Department with questions regarding approved tools. All personnel who use AI tools for City-related work shall complete an initial AI use orientation and acknowledge receipt of this policy in writing. Refresher training shall be provided annually or when significant policy updates are adopted.

## **10. Compliance and Enforcement**

Failure to comply with this policy may result in:

- Disciplinary action, up to and including termination of employment or contract.
- Revocation of access to City systems and AI tools.
- Civil or legal liability, depending on the nature of the violation.



Any employee who becomes aware of a violation of this policy shall report it promptly to their supervisor and the IT Department.

## **11. Policy Review**

The City will review this policy at least annually, or more frequently as warranted by significant changes in AI technology, applicable law, or City operations, to ensure it remains current with evolving technology, emerging threats, legal developments, and industry best practices.



## City of Madison, Alabama

### Ai Use Policy Employee Acknowledgment Form

By signing below, I acknowledge that I have received, read, and understand the City of Madison's Artificial Intelligence (AI) Use Policy. I agree to comply with the policy in its entirety and understand that violations may result in disciplinary action, up to and including termination of employment or contract, revocation of access to City systems, and potential civil or legal liability. I further acknowledge and agree to the following:

#### 1. Purpose and Role of AI

- I understand that AI technologies, including generative AI, are tools intended to enhance efficiency, accuracy, and the quality of work performed on behalf of the City of Madison.
- I recognize that AI tools are not a substitute for human judgment, professional expertise, or independent decision-making, and that they serve as a resource to support—not replace—my responsibilities as a City employee.

#### 2. Responsible and Ethical Use

- I will use only AI tools that have been reviewed and approved by the IT Department for City business.
- I will use approved AI tools responsibly, ethically, and in accordance with applicable City policies, federal law, and state law.
- I will thoroughly review, validate, and take personal accountability for any AI-generated content before it is used, shared, distributed, or submitted as part of City business.

#### 3. Confidentiality and Data Protection

- I will not input sensitive, confidential, or legally protected information—including personally identifiable information (PII), employee personnel records, law enforcement records, health or medical information, financial account data, or attorney-client privileged communications—into any AI tool unless a Data Protection or Data Processing Agreement approved by the IT Department and the Legal Department is in place.
- I understand that AI systems may process, retain, or transmit information I provide, and I will take necessary precautions to prevent unauthorized disclosure or data breaches.
- I will immediately report any suspected or confirmed unauthorized disclosure of City data through an AI tool to the IT Department and my supervisor.

#### 4. Human Oversight and Verification

- I acknowledge that all AI-generated content requires human oversight and that I am personally responsible for verifying the accuracy, completeness, and appropriateness of any AI output I use in my work.
- I will not seek, use, or present AI-generated content as official City policy, legal guidance, or formal City communication without proper review and authorization from the appropriate supervisor or department head.
- I understand that any decision directly affecting a citizen, employee, vendor, or City obligation must be made or confirmed by a responsible human employee, not delegated to an AI system.

#### 5. Bias, Fairness, and Accuracy

- I am aware that AI tools can produce inaccurate, incomplete, or biased outputs, including fabricated information.



- I will critically evaluate AI-generated content for potential bias, errors, outdated information, or misleading results before relying upon it.

## **6. Training and Continuous Learning**

- I will complete all required AI use orientation and training sessions before using AI tools for City-related work.
- I commit to participating in annual refresher training and staying informed about updates to the City's AI Use Policy, evolving best practices, and changes in applicable law.
- I will seek guidance from the IT Department if I have questions about whether a particular AI tool or use case is appropriate.

## **7. Reporting and Compliance**

- If I encounter issues, errors, security concerns, or potential policy violations related to AI tools, I will promptly report them to my supervisor and the IT Department.
- I understand that failure to comply with the City's AI Use Policy may result in disciplinary action up to and including termination
- I understand that constructive feedback is essential for improving the City's AI practices. If any employee reports a suspected violation of another employee in good faith, the City will not retaliate against the reporting employee. If an employee self-reports a violation, then said self-reporting may be considered a mitigating factor in a determination of discipline.

---

## **Employee Acknowledgment**

I have read and understand the City of Madison's Artificial Intelligence (AI) Use Policy and this Acknowledgment Form. I agree to comply with all requirements set forth in the policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Department/Title