USE OF ARTIFICAL INTELLIGENCE IN SELF HELP AFRICA

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Contents

1. Purpose /Policy Statement

This policy on the use of Artificial Intelligence (AI) in Self Help Africa (the Policy), aims to establish the rules an principles to be followed for the responsible and ethical use of Artificial Intelligence (AI) within Self Help Africa. It ensures that our employees are using AI systems and platforms in a manner that aligns with the organisation's values and promotes the safety and well-being of our stakeholders.

2. Scope

This policy applies to all employees, contractors, consultants and volunteers, wherever located, unless otherwise stated. For the purposes of this policy 'Self Help Africa' (SHA) is the trading name of Gorta CLG, and Self Help Africa (SHA) is a collective term and refers to Self Help Africa, Self Help Africa Inc., Self Help Africa UK, Self Help Africa NI, United Purpose, Partner Africa and other entities, affiliated organisation, branches, and country/liaison offices that form part of the group.

3. Definitions

- Artificial Intelligence (AI) refers to machine-based systems, with varying levels of autonomy, that can, for a given set of human-defined objectives, make predictions, recommendations or decisions using data.
- Machine Learning, a subset of AI, is software which is able to learn from applicable datasets to self-improve, without being explicitly programmed by human programmers.
- Generative artificial intelligence (AI) describes algorithms (such as ChatGPT) that can be used to create new content, including audio, code, images, text, simulations, and videos.

4. Policy / Procedure Principles / Guidelines

4.1 Responsible AI Use

Employees must use AI systems responsibly and ethically, avoiding any actions that could harm others, violate privacy, or facilitate malicious activities.

4.2 Allowable Usage

SHA employees can use approved AI tools for extractive, analytical, and generative purposes, provided that no sensitive or personal information is uploaded to these tools at any time. In addition, SHA generated information (reports, policies, proposals, stories etc) and photos MUST NOT be copied/uploaded into open (i.e. free) AI tools such as the free version of Chat GPT, Co-Pilot, etc.

4.3 Approval

Only SHA IT approved AI tools can be downloaded on SHA IT equipment. The assessment of tools will be based on their expected use and the data security considerations. Approval is needed from ICT, who will carry out their checks on the software/systems.

If you wish to purchase and/or download an AI system or tool in SHA you are required to:
- Raise an ICT ticket through Salesforce, outlining the tool, what it is to be used for and sending on a link to the relevant website.

- The ICT team will check if the product has already been assessed. If it has been approved from an ICT and Data Protection perspective, you will be allowed to use the tool.
- If using the tool has budgetary implications, then the approval process for expenditure must be followed.
- If the product has not been assessed already then ICT will carry out their checks on the software/systems security.

4.4 Compliance with Laws and Regulations

AI systems must be used in compliance with this policy and all applicable laws and regulations in our countries of operation, including data protection, privacy, and intellectual property laws.

4.5 Transparency and Accountability

Employees must be transparent about the use of AI in their work and, where applicable, ensure that stakeholders are aware of the technology's involvement in decision-making or material/content development processes.

For the avoidance of doubt, employees are required to disclose, in a clear and demonstrable manner, where they have used AI in their work. For example, if AI has been used to produce content (partially or in its entirety) this must be stated at the start of the content or the relevant section of the content.

Employees are responsible for the outputs generated by the AI tools and systems that they have used in their work. They must always check the information generated and should be prepared to explain and justify how they have used the tool or the information generated.

4.6 Data Privacy and Data Security

Employees must adhere to the organisation's data protection policy when using AI tools and systems.

Employees are prohibited from entering/uploading any personal information (such as full names, addresses, phone numbers, social security numbers, etc.) or business sensitive information into any AI system or tool.

The data protection safeguards of all AI systems (to be used in SHA) must be approved for use by the Director of Business Services (DBS).

4.7 Bias and Fairness

Employees must actively work to identify and mitigate biases in AI systems. They should ensure that these systems are fair, inclusive, and do not discriminate against any individuals or groups.

4.8 Human-AI Collaboration

Employees should recognise the limitations of AI and always use their judgment when interpreting and acting on AI-generated recommendations. AI systems should be used as a tool to augment human decision-making, not replace it.

4.9 Training and Education

Employees who have been approved to use SHA ICT approved AI tools and systems (see 4.3 above) must ensure that they have completed the AI Training modules on the KnowB4 platform to ensure they know how to use these tools responsibly and effectively. They should also stay informed about advances in AI technology and potential ethical concerns.

4.10   Third-Party Services

When using third-party services (such as a data analytics provider), employees must ensure that these service providers adhere to the same requirements as outlined in this policy. This should form part of any agreement entered into with this provider.

5. Implementation and Monitoring

5.1 Periodic Reviews

The DBS (or their delegate) will conduct periodic reviews of AI tools and systems use within the organisation to ensure adherence to this policy, identify any emerging risks, and recommend updates to the policy as necessary.

5.2 Incident Reporting

Employees must report any suspected violations of this policy or any potential ethical, legal, or regulatory concerns related to AI use to the DBS or through the organisation's established reporting channels.

6. Derogation

A written derogation is required, with authorization from the DBS, for deviation from this policy. These derogations should be filed with ICT via an ICT support case.

7. Enforcement

Violations of this policy may result in disciplinary action, up to and including termination of employment, in accordance with SHA's disciplinary policies and procedures.

8. Policy Review

This policy will be reviewed every three years by the Author or earlier if required, based on the evolution of AI technology and the regulatory landscape. Any changes to the policy will be communicated to all employees.

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Appendix 1 - Dos and Don'ts when using AI

- **DON'T** provide any personal information such as full names, addresses, phone numbers, social security numbers, or any other information that can directly identify an individual.
- **DON'T** share sensitive data like passwords, credit card numbers, health records, or any confidential information.
- **DON'T** input any confidential information, organisational intellectual property or information generated by SHA.
- **DO** be aware that the AI may provide answers with factual errors, biases, or inappropriate answers, so double-check the accuracy of any responses.
- **DO** use the AI model for lawful, ethical, and legitimate purposes.
- **DO** seek approval for downloading AI systems and tools
- **DO** declare if you have generated content using AI tools