

Arx Certa

Expert UK Cloud, Infrastructure & AI

AI READINESS · CHATGPT POLICY

ChatGPT Usage Policy Template

A practical policy template for UK businesses where staff are already using ChatGPT — adopt or adapt in 30 minutes.

Free download · May 2026 · v2026-05

Scorecard companion: arxcerta.com/ai-readiness-scorecard

How to use this template

This template addresses a specific reality: most UK businesses have staff who are already using ChatGPT, often through personal accounts, often without explicit permission, often with company data flowing into OpenAI's logs. A formal policy retro-fits governance onto that reality. It is starting-point legal language, not legal advice.

Purpose and scope

1. PURPOSE

This policy governs the use of ChatGPT and equivalent generative AI assistants by staff, contractors, and partners of [Company].

2. SCOPE

All employees, contractors, freelancers, and third parties with access to [Company] systems or data. Covers ChatGPT (all OpenAI consumer and enterprise tiers).

3. EFFECTIVE DATE AND REVIEW

Effective from [Effective date]. Reviewed every 12 months or when OpenAI's terms or sub-processor arrangements materially change.

Approved tiers and prohibited use

Tier	Permitted for	Tool owner
ChatGPT Enterprise / Team	Tier 1 internal data; Tier 2 with caution; not Tier 3.	[Policy owner]
ChatGPT Plus (personal)	Public-domain content only; never company data.	Self-managed
ChatGPT consumer (free)	Public-domain content only.	Self-managed
Custom GPTs (Ent. tier)	By exception, requires DPIA review.	[Policy owner]

PROHIBITED USE

- Pasting confidential client information, personal data, or regulated data into non-enterprise ChatGPT tiers.
- Using ChatGPT to make decisions about identifiable individuals (recruitment, credit, performance) without documented human review.
- Sharing ChatGPT outputs externally without review by a qualified human.
- Using personal ChatGPT accounts for work-related tasks touching Tier 1+ data.

Data tiers

Tier	Description	Permitted use
Tier 0 — Public	Already in the public domain.	Any approved tier.
Tier 1 — Business	Internal information not under confidentiality.	Enterprise / Team only.
Tier 2 — Confidential	Client data, commercial terms, personnel.	Enterprise with DPA only; with caution.
Tier 3 — Restricted	Personal data, regulated data, secrets.	Pre-approved per use case; DPIA required.

IF YOU ACCIDENTALLY PASTED SOMETHING YOU SHOULDN'T HAVE

Stop using the conversation. Screenshot what was entered. Tell **[Policy owner]** the same working day. Assess vendor deletion requests, conversation export, and obligation to report under UK GDPR Article 33.

Operating procedures

CUSTOM GPTS AND SHARED WORKFLOWS

Custom GPTs that act on company data require pre-approval. Each has a named owner, documented data flow, and audit trail. External sharing requires senior sign-off.

OUTPUT DISCLOSURE

Where ChatGPT has materially contributed to deliverables provided to clients or partners, disclose this in line with sector norms and contractual obligations. Default position: be transparent on request.

HUMAN IN THE LOOP

AI outputs influencing decisions about customers, candidates, suppliers, or staff are reviewed by a named accountable person before being relied upon.

Governance

OWNERSHIP AND BREACH PROCESS

Owned by **[Policy owner]**. Material changes reported to leadership within 30 days. Breaches reported to **[Policy owner]**; sanctions proportionate to severity, applied under the existing disciplinary policy.

TRAINING AND AUDIT

Each ChatGPT-licensed user receives policy training before activation. Annual refresher for all users. Audit logs retained for at least 12 months and queryable where the tier supports it (Enterprise / Team).

Sign-off

I have read and understood the **[Company]** ChatGPT Usage Policy. I will follow it in the course of my work.

Name _____

Role _____

Date _____

Signature _____

The policy is 30 minutes of work. Is the rest of your AI setup ready?

Take the 4-minute Arx Certa AI Readiness Scorecard for a weighted score across five dimensions, plus a 30-day action plan.

Take the scorecard → arxcerta.com/ai-readiness-scorecard