

Responsible AI Statement

One paragraph that answers the question before your customer has to ask it. Fill the brackets, trim to fit, date it, publish it.

THE TEMPLATE

[Company name] uses AI tools to [what you use them for, for example drafting documents, answering customer questions or analysing data]. Every AI tool we use has a named owner, [name or role], who is accountable for how it is used. We set a written limit on what each tool can do without a person approving the result, and a person reviews AI output before it reaches a customer or informs a decision about people. We keep a record that this review happened. We do not put [customer personal data or confidential client information] into tools that [have not been approved or may use it to train their models]. We know where our AI tools run, and we track what they cost in spend and energy and cap spend so that no tool can run unattended without limit. If you have a question or a concern about how we use AI, contact [name and email]. This statement was last reviewed on [date] and is reviewed at least every [six] months.

HOW TO ADAPT IT

- Replace every bracket with a specific, true statement. Delete any sentence you cannot stand behind.
- Keep it to one paragraph. A short statement that is accurate beats a long one that is not.
- Name a person, not a team, as the owner.
- Add one sentence for any AI use that affects customers directly, such as automated replies or screening.

BEFORE YOU PUBLISH

- Check every sentence against what your team actually does today.
- Put it somewhere customers will find it: your website footer, your terms page, your tender responses.
- Put a review date in your calendar. A stale statement is worse than none.
- If you work under regulation or in a contract with AI clauses, have someone qualified review the wording.

This is a starting template for general use, not legal advice.