EFFECTIVE 9 JUNE 2026. REVIEWED ANNUALLY.

AI Use Policy for Hawthorn Plumbing and Maintenance

Purpose

To set clear rules for our team about what they can and cannot do with AI tools at work, so we get the productivity benefits without putting our customers or business at risk.

Who this applies to

This applies to every person who works for Hawthorn Plumbing and Maintenance, including the owner, office staff, tradesmen, and any subcontractors using company devices, accounts, or email.

What you can use AI for

- Draft customer emails, quotes, and SMS replies. Always read and edit before sending.
- Summarise long supplier emails or product manuals you already have permission to read.
- Help write job descriptions, social posts, or website copy.
- Talk through how to phrase tricky conversations with customers or staff.
- Generate templates and checklists that you adapt for our jobs.

What never goes into a public AI tool

- Customer names, phone numbers, addresses, or email content, including in pasted threads.
- Body-corporate records or any client confidential or commercial-in-confidence material.
- Bank details, credit card numbers, or invoice content with identifiable customers.
- Other staff personal information, including hours, pay, or contact details.
- Anything a customer has shared with us that they would not want made public.

Approved tools

ChatGPT under a paid account with data sharing turned off

Microsoft Copilot tied to our existing 365 licence

Claude under a paid account with retention disabled

If something goes wrong

If you think the rules were broken, or you accidentally put customer information into an AI tool, tell the owner the same day. There is no blame for honest mistakes. The point is that we know quickly so we can deal with it.

Policy owner and review

This policy is owned by the business owner, reviewed every year, and updated whenever we change tools or take on a new type of client work.

ACKNOWLEDGED BY

NAME _____ SIGNATURE _____ DATE _____

NAME _____ SIGNATURE _____ DATE _____

NAME _____ SIGNATURE _____ DATE _____

MORE STAFF. PRINT A SECOND COPY.