CHECKLIST · AI AT WORK

Can you put client information into ChatGPT? What the privacy rules say

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- [ ] **Check whether the Privacy Act covers you.** Confirm turnover against the $3 million threshold, and check the OAIC's list of businesses covered regardless of size, such as health service providers.
- [ ] **List the AI tools staff actually use.** Note whether each is a personal free account or a business plan your organisation controls.
- [ ] **Read each tool's data terms and settings.** Check whether what staff type in can be used to train the provider's models, and switch that off where you can.
- [ ] **Move client work to business accounts you control.** Keep customer and patient details out of personal chatbot accounts.
- [ ] **Keep sensitive information out of AI tools without consent.** That includes health information, race and religious beliefs.
- [ ] **Paste only the personal information the task needs.** Leave out client details the AI tool doesn't need to do the job.
- [ ] **Have a person check AI output about clients.** Correct errors before anything is saved to a record or sent.
- [ ] **Update your privacy policy if you use AI with personal information.** Say how you use it, and label any customer-facing chatbot as a chatbot.

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.