

ACA World Service Organization Artificial Intelligence (AI) Use Policy

1. Purpose

AI may assist people in performing ACA World Service Organization (WSO) work, but it does not replace human judgment, accountability, group conscience, or required approval. Users remain responsible for the work they create, approve, or distribute with AI assistance.

ACA WSO supports the responsible and ethical use of approved AI tools in ways that protect confidentiality, member anonymity, ACA literature and intellectual property, and the security of ACA WSO information. AI output must be reviewed for bias and used in a manner consistent with ACA WSO's values and policies.

This policy establishes requirements for the ethical, secure, and responsible use of AI within ACA WSO work and service.

2. Scope

This policy applies to all ACA WSO employees, trustees, volunteers, contractors, consultants, and others who use AI for ACA WSO work or service, regardless of the device or system used. It also applies to ACA WSO information processed by an AI tool.

This policy supplements other ACA WSO requirements, including those for information security, privacy, records management, communications, literature, intellectual property, professional conduct, etc. When requirements conflict, follow the more restrictive requirement unless ACA WSO authorizes otherwise.

3. Key Definitions

AI Tool: Any AI-enabled software, service, model, application, or feature used to create, analyze, summarize, translate, transform, recommend, or otherwise process content or data.

Approved AI Tool: An AI tool ACA WSO has authorized for specified uses.

Confidential or Sensitive Information: Nonpublic information that requires protection, including member-identifying information, HR records, legal information, passwords or security credentials, confidential board and committee discussions, and security information.

Confidential or Sensitive Information: Any nonpublic information that ACA WSO has a legal, contractual, ethical, organizational, privacy, security, or other obligation or reason to protect, including, personal or member-identifying information, HR and personnel information, privileged legal communications, financial payment or banking information, passwords or security credentials, confidential Board or committee information, and security credentials or security-related information.

Significant Work Product: A policy, governance document, official communication, legal or financial document, published material, public-facing report, or other work requiring formal review and approval. See section 5 & 6 for guidelines regarding literature and translations.

User: Any person who uses an AI Tool for ACA WSO work or service.

4. Core Principles for Responsible AI Use

4.1 Human Review and Verification

AI use shall not replace human judgment, expertise, discernment, decision-making, group conscience, or required approval processes.

Users are responsible for reviewing and verifying AI-assisted work before relying on, approving, or distributing it. AI-generated content may be inaccurate, incomplete, outdated, misleading, biased, or fabricated.

Users must verify important facts, quotations, citations, links, calculations, summaries, and other claims with more than one reliable source. ACA WSO policy, verified source material, applicable law, qualified professional expertise, etc., supersede AI output.

For Significant Work Products, material factual information must be appropriately verified and the final work must be reviewed and approved through the standard ACA WSO process.

4.2 Approved Tools and Accounts

Only AI tools, accounts and AI-enabled features approved by ACA WSO may be used for ACA WSO work. This includes standalone AI tools as well as AI features, assistants, apps, or bots built into or connected with approved platforms, such as Google Workspace, Zoom or other platforms. Use of another tool or personal AI account for ACA WSO work requires prior approval from the General Manager.

The IT Manager will review proposed AI tools and features for authorized ACA WSO use based on the risks associated with their intended use, including security, privacy, data use and retention, contractual terms, intellectual property, and protection of member anonymity. The IT Manager will maintain a register of approved AI tools and their approved uses.

The General Manager approves authorized AI tools and their permitted uses in accordance with this policy. The Board may identify higher-risk uses that require its approval.

Users must protect account credentials, follow access controls, use approved tools and features only for authorized purposes, and never share organizational accounts without authorization.

4.3 Appropriate Uses

Subject to the restrictions in this policy, appropriate uses may include:

- Administrative: drafting agendas, routine emails, procedures, reports, presentation outlines, meeting summaries, formatting, and spreadsheet formulas.
- Research and Analysis: preliminary research, policy comparisons, summarization, organizing research, identifying trends, comparing alternatives, and preparing questions for human review.
- Technology: coding assistance, workflow automation, formula generation, data analysis, script generation, troubleshooting, test scripts, documentation, and system configuration support.
- Accessibility and Language Support: plain-language suggestions, caption or alt-text drafts, terminology suggestions, and authorized translation support, subject to Sections 5 and 6.

For clarification about AI permitted use, check with the IT Manager.

4.4 Privacy, Anonymity, and Security

Users must protect confidentiality, privacy, and member anonymity when using AI. Confidential or Sensitive Information, as defined in Section 3, must not be entered, uploaded, or otherwise provided to an AI tool unless the tool and specific use have been authorized by the General Manager and/or the Board for handling that type of information.

Users must provide only the minimum information reasonably necessary for the authorized task and remove identifying details or use non-sensitive placeholders whenever practical.

Users must follow ACA WSO security, access, device, and records requirements and promptly report suspected data exposure, unauthorized disclosure, account compromise, or other AI-related security or privacy incidents to the General Manager and, when appropriate, the IT Manager.

4.5 Intellectual Property and AI-Generated Content

Users must not assume that AI-generated content is original, free of third-party rights, or eligible for copyright protection. Before AI-generated content is used or published, users must review it for potential copyright, trademark, or other intellectual property concerns.

Ownership and copyright protection of work created for ACA WSO with AI assistance is governed by applicable law, ACA WSO policies, and applicable agreements. The use of AI as an assistive tool does not necessarily prevent copyright protection for the human-authored portions of a work; however, material generated by AI may not itself be eligible for copyright protection. Ownership and copyright protection of AI-assisted work are governed by applicable law, ACA WSO policies, and agreements.

4.6 Prohibited Uses

Users must not:

- Enter passwords, authentication codes, private keys, API secrets, or other security credentials into an AI tool.
- Use AI to make governance decisions, replace group conscience, cast or recommend votes as though AI were a participant, or replace required human approval.
- Use AI as the sole basis for legal, financial, employment, disciplinary, safety, eligibility, access, or other consequential decisions.
- Use AI to impersonate a person or ACA WSO body or falsely represent authorship, views, approval, or participation.
- Publish AI-generated material as official ACA WSO information without the review and approval normally required for that content.
- Use personal accounts, alternate tools, or other methods to bypass ACA WSO security, confidentiality, records, or approval requirements.

5. ACA Literature

ACA literature is written by adult children for adult children and reflects lived experience and the collective conscience of the Fellowship. AI must not replace the human authorship, discernment, review, or approval required for ACA literature.

AI must not be used to author, co-author, generate, rewrite, or substantively edit Conference-Approved Literature, literature under development, unpublished manuscripts, or member-submitted stories intended for publication.

Where the applicable literature process permits it, AI may provide limited technical or analytical assistance such as spelling, grammar, punctuation, formatting, accessibility adaptations, indexing, consistency checks or terminology suggestions, provided it does not create or materially rewrite Fellowship content.

ACA copyrighted materials may only be used with AI in accordance with the ACA WSO Copyright Policy and required approval processes. Users must not use AI in ways that infringe upon ACA WSO or third-party intellectual property or other rights.

6. Translation and Language Assistance

ACA copyrighted publications or substantial portions of them may not be uploaded, input, or otherwise provided to AI systems for translation or any other purpose, except through an ACA WSO-approved tool and authorized workflow.

AI may not replace official translations of ACA literature. Within an ACA WSO-approved translation workflow, AI may provide assistance with translation, terminology, grammar, spelling, punctuation, formatting, or other purposes.

Qualified human translators remain responsible for accuracy, tone, cultural appropriateness, and final approval.

7. Disclosure and Records

When AI materially contributes to the content, analysis, recommendations, or conclusions of a Significant Work Product, its use must be disclosed as part of the review or approval process. A contribution is material when AI generates or substantially shapes substantive content, analysis, recommendations, or conclusions rather than providing incidental technical assistance.

The person responsible for preparing the work product must determine whether AI's contribution is material and ensure appropriate disclosure and human review. Disclosure may be included in an internal approval record, provided to the Board, or included in a published document when appropriate or required. Public disclosure is not required unless required by ACA WSO policy, law, contract, or the applicable approval process.

Example: "This document was prepared with the assistance of an approved AI tool and was reviewed and approved by ACA WSO trusted servants."

Routine technical assistance, such as spelling, grammar, formatting, code completion, troubleshooting, or system configuration, does not require disclosure when AI does not materially produce the end-user-facing substance. AI prompts, outputs, or related records must be retained when required by ACA WSO records procedures, law, audit requirements, or the applicable approval process.

8. Questions, Incidents, and Exceptions

Users should stop and seek guidance when they are unsure whether an AI use is permitted or safe. Suspected AI-related data exposure, security incidents, policy violations, or material misuse must be reported promptly to the General Manager and, when appropriate, the IT Manager.

Exceptions to this policy must be approved in advance by the General Manager or, when warranted by the level of risk, the Board of Trustees. No exception may violate applicable law, contractual obligations, member anonymity requirements, or required Board approvals.

9. Training and Violations

Users, by signing this policy, confirm understanding of this policy and complete any required AI training or acknowledgment before using ACA WSO AI tools.

Violations of this policy may result in loss of AI or system access, coaching or training, corrective or disciplinary action, suspension or termination of employment or service, or other action consistent with ACA WSO policies and applicable law.

10. Administration and Review

The General Manager is responsible for administration of this policy and may assign operational responsibilities to appropriate staff or trusted servants. The IT Manager or designee is responsible for assigned technical and security reviews.

This policy will be revised when significant changes in AI technology, vendors, law, incidents, risks, or ACA WSO operations warrant review/updating. ACA WSO may issue approved-tool lists, procedures, or implementation guidance consistent with this policy.

Acknowledgment

I acknowledge that I have received and read the ACA WSO Artificial Intelligence (AI) Use Policy. I understand my responsibilities and agree to follow this policy and related ACA WSO requirements when using AI on behalf of ACA WSO. I understand that failure to comply may result in corrective action, as noted in Section 9 above.

Name: _____

Personal Email: _____

Committee, Group or Team (if applicable): _____

Role/Position: _____

Date: _____

Signature: _____

Policy drafted by: OPPM Updating Team (Dove, Mary Jo, Sue & Trish) - Sept. 2026

Reviewed by: Bill Dalton, General Manager and Brad Lewin, IT Manager - Sept. 2026

Approved by the Board; October 1, 2026