



The Harmony Project – AI Policy

Lead	The Harmony Project Leadership Team
Policy prepared by	Julia Jones, Peter Hammond
Policy approved by Director	Richard Dunne
Signed by Director	<i>Richard Dunne</i>
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Due for review	March 2027
Reviewed by and on	March 2026, Clare Long, Julia Jones, Sahem Gulati

AI POLICY

1. Purpose

This policy provides clear guidelines for using generative AI tools at the Harmony Project. It applies to all staff, volunteers, and trustees when carrying out work on behalf of the charity.

AI can help us work more effectively, but it must be used responsibly. Our priority is protecting the people we support, maintaining trust with funders and partners, and ensuring everything we produce is accurate and appropriate.

2. Scope

This policy covers generative AI tools that can create text, images, or other content. This includes tools such as ChatGPT, Claude, Microsoft Copilot, Gemini and similar platforms.

It applies to all charity work, whether using personal devices or charity equipment, and whether working from home or elsewhere.

3. Our Commitments

When using AI, the Harmony Project commits to:

- Protecting the privacy and dignity of the people we support
- Being transparent with funders and partners about how we use AI
- Ensuring all AI-assisted work is checked by a person before use
- Complying with UK GDPR and data protection law
- Considering potential bias in AI outputs and avoiding discriminatory content

4. What AI can help with

AI tools may be used to support the following activities, provided sensitive* data is not entered:

- Drafting funding applications and grant reports (using anonymised information only)
- Creating first drafts of newsletters, social media posts, and website content
- Summarising publicly available research or reports
- Generating ideas for events, campaigns, or programmes
- Proofreading and improving the clarity of documents
- Creating template documents and standard letters
- Helping with administrative tasks like formatting or simple calculations

All AI-generated content must be reviewed, fact-checked, and edited by a person before being used externally or shared with funders.

*See sections 5, 7 & 8 on data restrictions.

5. What you must not do

Data Restrictions

Staff must not enter any of the following into an AI tool:

- Names or identifying details of beneficiaries, service users, or their families
- Personal information about staff, volunteers, or Trustees
- Safeguarding concerns or case notes
- Donor names, contact details, or giving history
- Financial information or bank details
- Confidential information shared by partner organisations
- Any information that could identify a vulnerable person

Use Restrictions

Staff must not:

- Use AI tools to generate images or illustrations (this does not include graphs/maps for presentations/reporting purposes).
- Pass off AI-generated work as entirely their own without disclosing this to their manager
- Use AI-generated content without first checking it for accuracy
- Share their AI tool login details with others

6. Approved tools

Free consumer versions of AI tools (such as the free ChatGPT) and some paid for versions (ChatGPT) may retain and learn from the data you enter. For this reason, only approved tools should be used for any work involving even slightly sensitive information.

If you are unsure whether a tool is approved, ask before using it. The Harmony Project has adopted **Claude** by Anthropic as its **approved AI tool for use across the organisation**. Protections are in place with this Claude for Work account as data usage (any inputs our outputs) will not be used by Anthropic to train its AI models. No additional configuration is required to maintain these protections.

7. Safeguarding considerations

AI must never be used in ways that could compromise safeguarding. This means:

- No personal identifying information, including anonymised case studies that could be re-identified, should be entered into AI tools
- AI should not be used to draft safeguarding reports, referrals, or case notes
- If in doubt about whether information relates to a safeguarding matter, do not use AI

This policy should be read alongside The Harmony Project Safeguarding and Child Protection Policy and Data Protection Policy.

8. Data Protection

Using AI tools with personal data may constitute data processing under UK GDPR. To remain compliant:

- Do not enter personal data into AI tools unless the tool has been specifically approved for that purpose
- Remember that 'personal data' includes any information that could identify a living person, directly or indirectly
- If you are unsure, treat the information as personal data and do not enter it

As detailed in 'section 6. Approved tools': The Harmony Project has adopted **Claude** by Anthropic as its **approved AI tool for use across the organisation**. As a Claude for Work account operating under Anthropic's Commercial Terms, the Harmony Project benefits from built-in data privacy protections. By default, Anthropic does not use any inputs or outputs from Claude for Work accounts - including staff conversations and queries - to train its AI models. No additional configuration is required to maintain these protections.

For any queries regarding the handling of data protection at the charity, contact: Clare Long, Data Controller or reference The Harmony Project Data Protection Policy.

9. Transparency with funders and partners

The Harmony Project is committed to being open about our use of AI.

This means:

- If a funder asks whether AI was used in preparing an application, we will answer honestly
- We will check funder guidelines for any restrictions on AI use before submitting applications
- AI-generated content used in external communications should be disclosed where appropriate

10. Quality and accuracy

AI tools can produce content that sounds confident but is factually wrong, outdated, or entirely fabricated. To maintain our standards:

- All facts, statistics, and claims in AI-assisted content must be verified against reliable sources
- AI should be treated as a starting point, not a finished product
- The person who submits or publishes the content is responsible for its accuracy - think 'Human – AI – Human' as a process. Human-led use of AI is essential. AI tools should be used to support and enhance your work, not to replace your own judgement and expertise. Staff are expected to lead the process: start with your own ideas and direction, use AI to assist or develop your thinking, and then review, refine and apply a human touch to shape the final output. The end result should always reflect your own knowledge, values and understanding of the organisation.

11. Training

All staff will receive training on this policy as part of their induction to the organisation. Refresher training will be provided annually through staff training to ensure that all staff remain up to date with the policy and any changes to it. Staff are expected to complete this training and apply its requirements in their day-to-day use of AI tools.

12. Reporting a breach

An AI breach occurs when this policy has not been followed. This includes, but is not limited to, entering personal or confidential information into an AI tool, sharing AI tool login details with others, or using AI-generated content without checking it for accuracy.

If a member of staff believes this policy has been breached, they must report it as soon as possible. In the first instance, staff must contact Julia Jones, Head of Business Development & Operations to investigate who will then report to Sahem Gulati, designated Trustee AI lead, if escalation is required.

All breaches must be recorded in The Harmony Project Safeguarding Incident Record (Annex D of THP Safeguarding and Child Protection Policy), which is stored in:

SharePoint > Operations > Policies > Safeguarding (the master is kept in the Secure SharePoint for confidentiality).

It is the responsibility of staff to ensure that any breach is reported promptly so that appropriate action can be taken.

13. Scope

This policy applies to the use of standalone AI tools, such as Claude, which the organisation has adopted and encourages staff to use. It does not currently cover AI features embedded within existing software such as Canva, Google or Grammarly; guidance on the use of these features may be addressed in a future update to this policy.

14. Intellectual Property

Staff must not assume that AI-generated content is free from copyright or intellectual property restrictions. AI tools are trained on large amounts of existing content, and outputs may reflect or reproduce material that is subject to copyright. Before using or publishing AI-generated content, staff should satisfy themselves that it does not infringe on the rights of others. If in doubt, seek guidance before using the content.

15. Record-keeping

Where AI tools have made a significant contribution to a piece of work, staff must record this in the organisation's AI register. Significant AI-assisted outputs include, but are not limited to, grant applications, board papers, policies, reports, fundraising materials, and external communications. Staff are responsible for logging their own entries in the register promptly after the work is completed.

The AI register is held in the staff shared folder at: **SharePoint > Operations > IT > AI > AI Register.**

16. Accountability and questions

Julia Jones, Head of Business Development & Operations can be contacted in the first instance for any questions about this policy on: 07710 197187 or julia@theharmonyproject.org.uk

The Board of Trustees retains collective responsibility for AI governance, with the designated lead Trustee, Sahem Gulati responsible for overseeing this policy. The named designated lead trustee will report on AI matters annually at the November Board Meeting.

Any further concerns about AI use, including potential breaches of this policy, should be raised with Sahem Gulati promptly.

17. Policy review

AI technology is changing rapidly. This policy will be reviewed annually, or sooner if significant changes in technology or guidance require it.

Staff are encouraged to share feedback on this policy and suggest improvements based on their experience.

18. Acknowledgement

All staff and contractors must confirm they have read and understood this policy. Please sign below and return this document to the Data Controller at clare@theharmonyproject.org.uk

I confirm that I have read The Harmony Project AI Policy and understand that I must follow the policy and guidance at all times. Any breach could lead to appropriate legal or disciplinary action being taken.	
Signature:	
Name:	Date:

Useful contact information:

Richard Dunne
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