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Do we need a policy for our use of AI chatbots?

By Robert Bond

Since its release to the public in November 2022, ChatGPT, an artificial intelligence (AI) language model, has spawned a range of large language models (LLMs) that are becoming relied upon for work-related activities. While there is no doubt LLMs and AI chatbots can support our work by editing, fact-checking, drafting, researching, and coding, there are increasing concerns that they should not be relied upon as foolproof tools.

ChatGPT and other LLMs produce inaccurate results and may infringe the intellectual property rights of third parties, as well as breach data privacy rights of individuals. If they are used to create output at work, their use may breach confidentiality and expose trade secrets. Remember that the information you share with an AI chatbot is retained and reused.

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