

ARTIFICIAL INTELLIGENCE (AI) POLICY

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1. PURPOSE

This policy establishes Rehab Hire & Sales' position on the use of Artificial Intelligence (AI) technologies within the organisation. It defines acceptable use, governance requirements, risk management obligations, and the responsibilities of staff and technology partners in relation to AI tools. This policy is a companion document to the Rehab Hire Information Security Policy v1.0 (October 2025) and must be read in conjunction with it.

2. SCOPE

This policy applies to:

- All employees, contractors, and third-party vendors of Rehab Hire & Sales
- All AI tools and AI-capable features used in the course of business operations
- All Microsoft 365, Azure, and third-party platforms that incorporate AI functionality
- Any proposed use of AI in the delivery of services to clients, including government and regulatory bodies

3. DEFINITIONS

For the purposes of this policy:

Term	Definition
Artificial Intelligence (AI)	Any software system that uses machine learning, natural language processing, generative modelling, or automated decision-making to perform tasks that would ordinarily require human intelligence.
Generative AI	AI systems capable of producing text, images, code, or other content (e.g. Microsoft 365 Copilot, ChatGPT, Google Gemini).
AI Assisted Security Tools	AI systems used for automated threat detection and security monitoring (e.g. Microsoft Defender). These are not considered generative AI for the purposes of this policy.
Client Data	Any data belonging to, or relating to, a client of Rehab Hire & Sales, including sensitive government or regulatory body data.

4. CURRENT USE OF AI AT REHAB HIRE & SALES

As of the date of this policy, Rehab Hire & Sales uses AI technology in the following limited capacity:

4.1 Approved AI Tools

Microsoft Defender for Endpoint / Microsoft 365 Defender: AI-powered automated threat detection and security monitoring. This system is used solely for cybersecurity purposes and does not process client data for AI-driven outputs.

4.2 AI Tools Requiring Prior Approval

The following AI tools may only be used after receiving approval from the Technology Services Department and, where applicable, having an appropriate licence assigned:

- Microsoft 365 Copilot and any Microsoft AI features beyond baseline security tooling, requires licence assignment and approval by Technology Services
- Third-party generative AI platforms (e.g. ChatGPT, Google Gemini, Claude, Perplexity) for use on corporate devices or for work purposes, requires approval prior to use
- AI tools that process, store, or transmit client or government data outside approved platforms, subject to privacy impact assessment and senior management sign-off before use.

5. USE OF AI IN CLIENT SERVICE DELIVERY

Rehab Hire & Sales does not use or propose to use Artificial Intelligence in the direct delivery of services to clients, including government agencies and regulatory bodies such as WorkSafe Victoria.

Any proposal to introduce AI into client-facing processes must be:

- Approved in writing by the Technology Services Department and senior management
- Subject to a privacy impact assessment (PIA) prior to implementation
- Disclosed to the relevant client in advance, with their explicit agreement obtained

6. ACCEPTABLE USE

Staff may only use AI tools for work purposes where:

- The tool has been approved by the Technology Services Department
- No client, personal, confidential, or government data is entered into the tool
- The output is reviewed and verified by the staff member before use
- Use is consistent with Rehab Hire's Information Security Policy and Data Classification standards

Staff must not:

- Enter client data, government data, commercially sensitive data, or personal information into any unapproved AI tool
- Use AI-generated content in communications with clients or government bodies without human review and approval
- Represent AI-generated content as their own original work without disclosure where required

7. DATA PROTECTION AND PRIVACY

Any AI tool approved for use at Rehab Hire & Sales must meet the following minimum data protection requirements:

- The tool must not train on or retain Rehab Hire or client data for its own model improvement without explicit consent
- All data processed by approved AI tools must be subject to the same classification, handling, and retention requirements as outlined in the Information Security Policy v1.0
- Any AI tool accessing Microsoft 365 data (including via Copilot or API) must be deployed only through Microsoft-approved channels with appropriate Conditional Access and data loss prevention (DLP) controls

8. GOVERNANCE AND APPROVAL

The Technology Services Department is responsible for:

- Maintaining a register of approved AI tools
- Evaluating AI tool requests against security, privacy, and contractual requirements
- Ensuring AI use aligns with client contract obligations prior to any deployment
- Reviewing this policy annually or following significant changes to AI tool availability or legislation

Staff requesting approval to use a new AI tool must submit a written request to the Technology Services Department, including: the tool name, intended use case, data types involved, and hosting location.

9. THIRD-PARTY AI USE

Third-party vendors and IT support partners (including TCT, Ethitec, and Cove) must:

- Not use AI tools to process Rehab Hire or client data without prior written approval from Rehab Hire & Sales
- Disclose any AI capabilities within their platforms that may interact with Rehab Hire data
- Comply with the data protection and privacy requirements of this policy

10. INCIDENT REPORTING

Any suspected misuse of AI, AI-related data breach, or unintended disclosure of data via an AI tool must be reported immediately to the Technology Services Department and treated as a security incident in accordance with Section 16 of the Information Security Policy v1.0.

11. COMPLIANCE

This policy aligns with:

- Information Security Policy v1.0 (October 2025) – Rehab Hire & Sales
- Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)
- Privacy and Data Protection Act 2014 (Vic)
- ISO/IEC 27001:2022
- ACSC Essential Eight Maturity Model
- Microsoft 365 Security Baseline

Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or contract.

12. REVIEW, COMPLIANCE, AND CONTACT

This Policy will be reviewed annually or following a significant security incident.

Queries should be directed to:

Technology Services Department
320 Lorimer Street, Port Melbourne VIC 3207

t: 1300 000 030

e: techservices@rehabhire.com.au

Related Documents: Information Security Policy v1.0, BCDR Framework