Artificial Intelligence (AI) Policy

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1. Purpose and Scope 3
2. Ethical Use and Bias Prevention 4
3. Legislation and Guidance 4
4. Definitions 4
5. Acceptable Use of AI 5
6. Prohibited Practices & Prohibited Use of AI 5
7. High-risk use of AI in Education 7
8. Training 7
9. Roles & Responsibilities relating to this Policy 8
10. AI Adoption Process 10
11. Monitoring and Auditing 11
12. Risk Management 11
13. Human Oversight 11
14. Mandatory Disclosure 11
15. Transparency 12
16. Environmental Considerations 12
17. Data Protection and Security 12
18. Incident Reporting 13
19. Other Relevant Policies & Documents 13
20. Enforcement 13
21. Review of this Policy 13
Appendix 1. AI Request Form 13
Appendix 2. Risk Classification 13

1. Purpose and Scope

This document sets out the fundamental principles, responsibilities, and governance structures for the use of Artificial Intelligence (AI) within City of Dublin ETB. It provides for the ethical, secure, and transparent adoption of AI technologies by City of Dublin ETB employees ensuring alignment with legal obligations under the EU AI Act and other relevant frameworks.

This Policy covers not only any GenAI products that City of Dublin ETB provides to its employees, but also any third party or publicly available GenAI tool such as ChatGPT, Gemini, CoPilot and any other applications that mimic human intelligence to generate answers or perform certain tasks that are used by City of Dublin ETB's employees in a professional activity.

This policy also applies to City of Dublin ETB learners when using any AI tools or products on City of Dublin ETB devices or AI models hosted on City of Dublin ETB networks.

This Policy outlines acceptable uses, approval processes, and safeguards to protect data integrity, organisational reputation, and the wellbeing of learners/students and staff.

This Policy also refers to various supporting material which should be read in conjunction with this Policy to ensure full understanding of the accepted process for engaging with AI within City of Dublin ETB.

This Policy is relevant to all staff employed by City of Dublin ETB, and relates to the use of AI, for example generative, agentic, analytic, and all its currently known outputs, text, audio, image, video.

This policy is relevant to all City of Dublin ETB learners when using AI, for example generative, agentic, analytic, and all its currently known outputs, text, audio, image, video on City of Dublin ETB devices and AI models hosted on City of Dublin ETB networks.

All AI is to be recorded in the AI Adoption Register which may expand to include new AI technology and outputs upon review by the IT Department and/or Digital Implementation Group.

2. Ethical Use and Bias Prevention

It is the position of City of Dublin ETB that the value of AI should not be realised at the cost of quality and value to either the ETB or the people it serves. City of Dublin ETB will strive to ensure that the use of any AI is considered from a "Human first" perspective.

City of Dublin ETB is aligned with the seven principles for the responsible use of AI as a public body as set out in the government issued Guidelines for the Responsible Use of AI in the Public Service i.e. (1) Human agency and oversight, (2) Technical robustness and safety, (3) Privacy and data governance, (4) Transparency, (5) Diversity, non-discrimination, and fairness, (6) Societal and environmental well-being and (7) Accountability.

3. Legislation and Guidance

The following are relevant legislation and guidance:

- Regulation (EU) 2024/1689 ('AI Act')
- General Data Protection Regulation 2016/679
- Data Protection Act 2018 (as amended)
- 'Guidelines for the Responsible Use of Artificial Intelligence in the Public Service' – Department of Public Expenditure NDP Delivery and Reform.

Please note that records created by AI are also subject to the Freedom of Information Act 2014 (as amended).

4. Definitions

'AI Act' refers to Regulation (EU) 2024/1689 which is legislation enacted by the European Union to ensure that AI systems are used in a safe, transparent manner that is aligned with fundamental human rights. It categorises AI systems by risk levels and sets compliance principles accordingly.

'Artificial Intelligence (AI) system' means "…' a machine-based system that is designed to operate with varying levels of autonomy and that may exhibit adaptiveness after deployment, and that, for explicit or implicit objectives, infers, from the input it receives, how to generate

outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments;

'Encryption' is the process of transforming readable plain text into unreadable ciphertext to mask sensitive information from unauthorized users.

'Generative AI' ('GenAI') is a type of AI that is designed to generate content, such as text, images, or code, based on input data. Examples of GenAI are chatbots and ChatGPT.

'User' refers to an employee, whether full or part time, contractor, intern, partner, consultant, and learners when using City of Dublin ETB devices or models hosted on City of Dublin ETB networks.

'**Provider'** per the AI Act means a natural or legal person, public authority, agency or other body that develops an AI system or a general-purpose AI model or that has an AI system or a general-purpose AI model developed and places it on the market or puts the AI system into service under its own name or trademark, whether for payment or free of charge.

'Deployer' per the AI Act means a natural or legal person, public authority, agency or other body using an AI system under its authority except where the AI system is used in the course of a personal non-professional activity.

5. Acceptable Use of AI

The ETB will ensure that its employees review the AI Adoption Register prior to using AI to ensure that such system is on the list as having been approved for use by City of Dublin ETB. This register will provide direction on the type of data that can be used within a specific tool and whether or not its use needs to be disclosed, etc. The register is available via AI Adoption Register.

When using AI, Users must follow the requirements set out in this Policy and be aware of their responsibilities.

6. Prohibited Practices & Prohibited Use of AI

Use of AI systems that are not listed as approved in the AI Adoption Register is prohibited.

See Appendix 2 Risk Levels for further information on risk classification as per the AI Act.

6.1. Prohibited AI Practices

AI systems that do the following are prohibited under the AI Act:

6.1.1. Exploit vulnerable persons, manipulate and use subliminal techniques.

6.1.2. Use social scoring for public and private purposes.

6.1.3. Predict whether a person will commit an offence based solely on profiling that person (except where the AI systems is used to support the human assessment of the involvement of a person in criminal activity that is already based on objective and verifiable facts directly linked to criminal activity).

6.1.4. Use untargeted gathering of facial images from the internet or CCTV so as to build up or expand databases.

6.1.5. Use emotion recognition in the workplace and education institution, unless for medical or safety reasons.

6.1.6. Categorise people according to their biometric data to assume their race, political opinions, trade union membership, religious or philosophical beliefs or sexual orientation (except where the labelling or filtering is of lawfully acquired biometric datasets, such as images, based on biometric data or categorising of biometric data in the area of law enforcement).

6.1.7. Use real-time remote biometric identification in publicly accessible areas and are used by law enforcement. This is subject to some limited exceptions.

6.2. Prohibited Use of AI

The following items are a non-exhaustive list of behaviours that, in line with City of Dublin ETB's Code of Practice, are not permitted:

6.2.1. Use AI to violate any applicable laws or regulations, including data protection, intellectual property, privacy laws or geographical restrictions by using data within AI without prior consent, approval or permission of data owners.

6.2.2. Use AI to harass, bully, intimidate, or discriminate against other users or external parties.

6.2.3. Use AI to create any content that is illegal, discriminatory, defamatory, or otherwise offensive or inappropriate to any users or third parties.

6.2.4. Use AI to engage in any activity that could compromise the security or integrity of the City of Dublin ETB, including allowing an AI access to provisioned laptop, device, network, unauthorised data sets and systems.

6.2.5. Input of any personal, confidential, or sensitive ETB information into an AI system, unless explicitly sanctioned in the AI Adoption Register, and always with respect to the obligations to the GDPR.

7. High-risk use of AI in Education

'Recital 56' of the AI Act sets out what are considered high-risk AI systems in the context of education and vocational training. This includes the use of AI systems for:

- determining access or admission,
- assigning persons to educational and vocational training institutions or programmes at all levels,
- evaluating learning outcomes of persons,
- assessing the appropriate level of education for an individual and materially influencing the level of education and training that individuals will receive or will be able to access,
- or for monitoring and detecting prohibited behaviour of students during tests.

The use of AI systems for any of the above Recital 56 high-risk processes must be subject to approval by the Digital Implementation Group and completion of a Fundamental Rights Impact Assessment. The use of AI systems for Recital 56 high-risk processes without such authorisation is strictly prohibited.

8. Training

In accordance with Article 4 of the AI Act, City of Dublin ETB provides AI training to ensure, to their best extent, a sufficient level of AI literacy of its staff and other persons dealing with the operation and use of AI systems on its behalf. Users will be expected to fully engage with this training provided by City of Dublin ETB. If updated AI training is provided, Users are to avail of this training to ensure that they have a sufficient level of AI literacy when dealing with the operation and use of AI systems on behalf of City of Dublin ETB.

9. Roles & Responsibilities relating to this Policy

9.1. User responsibilities

A User must adhere to the following:

9.1.1. Adhere to this AI Policy, particularly section 6 above regarding Prohibited Use of AI.

9.1.2. Complete AI literacy training as determined by City of Dublin ETB in accordance with the AI Act.

9.1.3. Not engage with any AI without first reviewing the AI Adoption Register, in order to understand if it is accepted for use by City of Dublin ETB.

9.1.4. Follow the requirements mapped out in the AI Adoption Register when using AI. This register will provide direction on the type of Data that can be processed within a specific tool and whether or not its use needs to be disclosed, etc.

9.1.5. Only use AI if necessary, due to its impact on the environment (see Section 16).

9.1.6. In the case of a suspected data breach within or as a result of use of an AI system, the

9.1.7. User must comply with the Data Breach Protocol.

9.1.8. Use critical thinking to evaluate any AI-generated outputs before relying on them for any purpose.

9.1.9. If using AI for autonomous decision making, ensure that it is always verified by a natural person, a Fundamental Rights Assessment has been completed and approved by the Digital Implementation Group, and aligned with City of Dublin ETB's Data Processing Policies.

9.1.10. If the use of an AI, or a type of data is not noted in the AI Adoption Register, you may apply for the ETB to consider this new AI solution by following the AI Adoption Process set out at section 10.

9.2. Management responsibilities

In addition to the User responsibilities above, management must adhere to the following:

9.2.1. Be familiar with different risk levels of approved AI systems to understand the level of human oversight required and potential risks of such AI systems.

9.2.2. Enable City of Dublin ETB to align its AI governance structure's roles and responsibilities with its information security management system processes.

9.2.3. Provide training to ensure staff members are AI literate in accordance with the AI literacy obligations set out in Article 4 of the AI Act.

9.2.4. The ETB may block access to AI systems that are not listed as permitted in the AI Adoption Register.

9.2.5. AI Adoption Register will be reviewed annually to assess the AI system's impact on administrative efficiency, value, and educational quality / outcomes for learners.

9.2.6. Ensure that City of Dublin ETB's AI systems are subject to an internal review at least annually.

9.2.7. Ensure that City of Dublin ETB's AI systems are subject to review in response to questions or complaints raised by Users or other stakeholders. The results of such review and any remediation steps are to be recorded.

9.2.8. If AI systems are provided and managed by a third party, ensure that the third party's roles and responsibilities are carried out through effective oversight and contractual rights.

9.3. Head Office IT Department responsibilities

In addition to the User responsibilities above, the IT Department must adhere to the following:

9.3.1. For an AI system to be accepted for use, the AI Adoption Process must be followed before adoption and integration.

9.3.2. Do not enable any AI system without a authorisation via the AI Adoption Process.

9.3.3. Prior to an AI system being used by City of Dublin ETB, as per the Adoption Process, confirm the AI system's security feature, terms of service and privacy policy have been reviewed.

9.3.4. Manage access to all approved AI systems.

9.3.5. In the event of a security risk, restrict or revoke persons access to approved AI at any time.

9.3.6. Oversight of implementation of new AI systems

9.3.7. Monitoring of AI system use within the organisation in relation to security and resilience

9.4. Data Protection Officer responsibilities

In addition to the User responsibilities above, the DPO must adhere to the following:

9.4.1. Ensuring that City of Dublin ETB's Data Protection Policy is reflective of the data processing using the AI systems.

9.4.2. Ensure that City of Dublin ETB's Data Retention Schedule remains up to date regarding AI systems and records relating to AI systems.

9.4.3. Monitoring of AI system use within the organisation in relation to data protection legislation.

10. AI Adoption Process

If a City of Dublin ETB staff member wishes to use an AI system / solution for a new purpose - that is not listed as acceptable in the AI Adoption Register - then prior to using such an AI solution, the employee, with the approval of their Head of Centre, may submit a completed AI Request Form (Appendix 1) to the Head Office IT Department. This form is based on the Responsible AI Canvas for the Irish Public Service.

An AI solution may be a new feature in an AI system that already exists, an AI system that was previously restricted or a new AI system that is not used by City of Dublin ETB

Following evaluation, the IT Department will approve, reject or, where it is determined that the requested AI system may be categorised as medium or higher risk, submit the application for additional review to the Digital Implementation Group (DIG).

The DIG may request that the applicant provide additional information and/or complete a Fundamental Rights Assessment (template to be supplied by the DIG) to assist the DIG in the evaluation of the proposed AI solution.

Following evaluation, the Digital Implementation Group will approve or reject the application.

11. Monitoring and Auditing

City of Dublin ETB's AI systems will be subject to an internal review at least annually by the Digital Implementation Group. City of Dublin ETB's AI systems may also be subject to external reviews.

City of Dublin ETB's AI systems will also be subject to review in response to questions or complaints raised by Users or other stakeholders. The results of such review and any remediation steps will be recorded.

12. Risk Management

The City of Dublin ETB IT Department and/or the DIG carries out a risk analysis of any AI systems that is used within City of Dublin ETB or on behalf of City of Dublin ETB. Due to the evolving nature of AI systems, a process of continuous risk assessment will be applied. The IT Department and/or the DIG may revoke the approval of previously approved systems in such instances where unacceptable risk emerges.

13. Human Oversight

Only approved AI systems can be used by City of Dublin ETB Staff. It is critical that all staff verify and validate the content AI systems produce. Users should always review and verify the sources referenced in a response, cross-check key facts with trusted and official information, and ensure the output aligns with our organisational policies and context

14. Mandatory Disclosure

If an ETB employee uses AI, s/he must check the AI Adoption Register to determine if s/he is required to disclose that s/he used AI as part of their work depending on the particular AI used. The AI Adoption Register will reflect that Users must disclose when content is generated by an AI system, particularly in communications, content generation, or interactions with the public or other stakeholders.

If the AI Adoption Register states that disclosure of the use of the relevant AI is mandatory, then any content created or summarised with the assistance of such AI should clearly state that AI was used and should not be presented as original work. For example, include a note

such as: *"This document was created with the assistance of AI in accordance with City of Dublin ETB's Artificial Intelligence Policy."*

15. Transparency

An ETB must be transparent and open about the AI systems being used which includes notifying end users, such as students, learners, parents when they are interacting with an AI system such as a chatbots/AI agents/automated decision-makers. The ETB should ensure that more complex queries can be redirected to a human to answer. When the output has been generated by an AI system the user should refer to the AI Adoption Register to understand what level of transparency is required.

16. Environmental Considerations

The use of AI requires significant computational power, which will contribute to energy consumption and may increase carbon emissions. City of Dublin ETB encourages Users to use AI tools responsibly and be mindful of their environmental footprint, choosing alternative, more eco-friendly tools where possible and endeavouring to only use AI when necessary.

17. Data Protection and Security

City of Dublin ETB does not permit the inputting of any personal data, or any content which may be regarded as confidential, or any sensitive company information into an AI application used by City of Dublin ETB except for those clearly set out in the AI Adoption Register.

Where possible, City of Dublin ETB should avail of security protocols when using AI systems i.e. encryption, access control and data anonymisation.

Where personal data is involved, City of Dublin ETB employees that use the AI systems must comply with GDPR and the Data Protection Act 2018 (as amended). City of Dublin ETB employees must adhere to City of Dublin ETB's Data Protection Policies and Information Security Policies.

18. Incident Reporting

In addition to Users' responsibilities regarding reporting a suspected data breach, if a User identifies any suspected risks or issues with a particular AI system such as biases, algorithmic errors or security vulnerabilities, s/he must contact his/her Line Manager and the IT Department immediately so that the risk can be mitigated or the issue resolved as quickly as possible.

19. Other Relevant Policies & Documents

This Policy is to be read in conjunction with City of Dublin ETB policies available via https://www.cityofdublinetb.ie/about-us/corporate-services/policies/

20. Enforcement

Users who are found to be in breach of this Policy, may be subject to disciplinary action up to and including dismissal. Should an investigation regarding compliance with this Policy determine that there is a case to answer by a User, the matter will be referred to the appropriate stage of the relevant disciplinary procedure relevant to that User.

21. Review of this Policy

This Policy has been approved by senior management, who are committed to the ethical, secure, and transparent adoption of AI technologies in City of Dublin ETB, together with ensuring alignment with legal obligations under the AI Act and other relevant legislation.

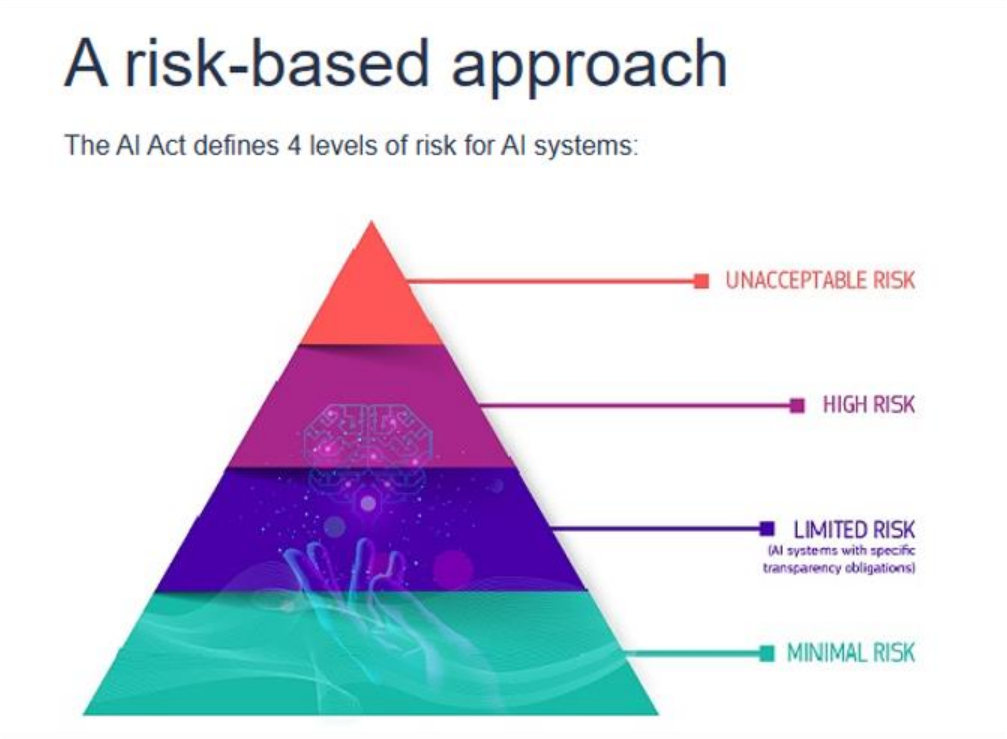
This policy will be reviewed at least annually, or in light of changes in legislation, guidance or AI models.

Appendix 1. AI Request Form

City of Dublin ETB AI Request Form – Fill out form

Appendix 2. Risk Classification

https://digital-strategy.ec.eeuropa.eu/en/policies/regulatory-framework-ai#1720699867912-0



Unacceptable risk

All AI systems considered a clear threat to the safety, livelihoods and rights of people are banned. The AI Act prohibits eight practices, namely:

1. harmful AI-based manipulation and deception
2. harmful AI-based exploitation of vulnerabilities
3. social scoring
4. Individual criminal offence risk assessment or prediction
5. untargeted scraping of the internet or CCTV material to create or expand facial recognition databases
6. emotion recognition in workplaces and education institutions
7. biometric categorisation to deduce certain protected characteristics
8. real-time remote biometric identification for law enforcement purposes in publicly accessible spaces

The prohibitions became effective in February 2025. The Commission published two key documents to support the practical application of the prohibited practices:

- The guidelines on prohibited AI practices under the AI Act, which offer legal explanations and practical examples to help stakeholders understand and comply with the prohibitions.
- The guidelines on the AI system definition of the AI Act, to assist stakeholders in determining the scope of the AI Act

High risk

AI use cases that can pose serious risks to health, safety or fundamental rights are classified as high-risk. These high-risk use-cases include:

- AI safety components in critical infrastructures (e.g. transport), the failure of which could put the life and health of citizens at risk
- AI solutions used in education institutions, that may determine the access to education and course of someone's professional life (e.g. scoring of exams)
- AI-based safety components of products (e.g. AI application in robot-assisted surgery)
- AI tools for employment, management of workers and access to self-employment (e.g. CV-sorting software for recruitment)
- Certain AI use-cases utilised to give access to essential private and public services (e.g. credit scoring denying citizens opportunity to obtain a loan)
- AI systems used for remote biometric identification, emotion recognition and biometric categorisation (e.g. AI system to retroactively identify a shoplifter)
- AI use-cases in law enforcement that may interfere with people's fundamental rights (e.g. evaluation of the reliability of evidence)
- AI use-cases in migration, asylum and border control management (e.g. automated examination of visa applications)

- AI solutions used in the administration of justice and democratic processes (e.g. AI solutions to prepare court rulings)

High-risk AI systems are subject to strict obligations before they can be put on the market:

- adequate risk assessment and mitigation systems
- high-quality of the datasets feeding the system to minimise risks of discriminatory outcomes
- logging of activity to ensure traceability of results
- detailed documentation providing all information necessary on the system and its purpose for authorities to assess its compliance
- clear and adequate information to the deployer
- appropriate human oversight measures
- high level of robustness, cybersecurity and accuracy

The rules for high-risk AI will come into effect in August 2026 and August 2027.

Transparency risk

This refers to the risks associated with a need for transparency around the use of AI. The AI Act introduces specific disclosure obligations to ensure that humans are informed when necessary to preserve trust. For instance, when using AI systems such as chatbots, humans should be made aware that they are interacting with a machine so they can take an informed decision.

Moreover, providers of generative AI have to ensure that AI-generated content is identifiable. On top of that, certain AI-generated content should be clearly and visibly labelled, namely deep fakes and text published with the purpose to inform the public on matters of public interest.

The transparency rules of the AI Act will come into effect in August 2026.

Minimal or no risk

The AI Act does not introduce rules for AI that is deemed minimal or no risk. The vast majority of AI systems currently used in the EU fall into this category. This includes applications such as AI-enabled video games or spam filters.

General-Purpose AI models

General-purpose AI (GPAI) models can perform a wide range of tasks and are becoming the basis for many AI systems in the EU. Some of these models could carry systemic risks if they are very capable or widely used. To ensure safe and trustworthy AI, the AI Act puts in place rules for providers of such models. This includes transparency and copyright-related rules. For models that may carry systemic risks, providers should assess and mitigate these risks. The AI Act rules on GPAI became effective in August 2025.