

Desk101 Ltd – Use of AI Policy

Purpose and scope

Desk101 Ltd uses artificial intelligence (AI) tools to support, never replace, the professional judgement we bring to our clients. This policy explains how we use AI and the safeguards we apply.

It covers all virtual assistant, HR and recruitment consultancy work carried out by or on behalf of Desk101 Ltd. We follow UK data protection law (the Data Protection Act 2018 and UK GDPR) and use the EU AI Act's risk-based framework as a guide to good practice.

How we use AI

We may use AI tools to work more efficiently on routine tasks, such as:

- Drafting and proofreading documents, policies, letters, and templates
- Summarising, formatting, and organising information.
- Research and preparing first drafts of content.
- Streamlining administrative and scheduling tasks

Every piece of AI-assisted work is reviewed, checked, and finalised by a person before it reaches a client. We do not use AI to make decisions about people, such as shortlisting or rejecting candidates, disciplinary outcomes, or performance assessments.

Our principles

Low risk use only. We use AI for low-risk tasks that support our work. We do not use AI in ways that would be classed as high-risk, including automated decisions about recruitment, employment, or anyone's rights.

Transparency. We are open with clients about our use of AI. If you would prefer AI is not used on your work, tell us and we will respect that.

Human oversight. A person is responsible for all work we deliver. AI output is treated as a draft and checked for accuracy, tone, and suitability.

Data protection and confidentiality. We do not enter personal or confidential client data into AI tools as standard. Where information must be used, it is anonymised or removed wherever possible. We only use reputable tools with appropriate data protection terms.

Fairness. We check AI-assisted content for bias, inaccuracy, or discriminatory wording, particularly in HR and recruitment materials.

Security. AI tools are used only through secure, password-protected accounts, in line with our wider information security practices.

Review and contact.

We review this policy at least once a year, and sooner if the law or the tools we use change.

If you have any questions about how Desk101 Ltd uses AI, please contact us via desk101.co.uk.

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