NHS | **NHS.net Connect: M365 Copilot Pilot Acceptable Use Policy**
Release Version: 1.0

The Microsoft 365 Copilot Acceptable Use Policy lays out best practice and guidelines for users to adhere to as they interact with M365 Copilot. This is complementary to the service-wide guidelines found in the NHS.net Connect Acceptable Use Policy.

Note: Please refer to and ensure you are compliant with your organisation's policies and guidelines.

Please review the policy below and accept if you are ready to access M365 Copilot.

<u>**Acceptable use**</u>

- **Do not use M365 Copilot in clinical scenarios:** Users performing clinical tasks must carefully consider the risks associated with utilising M365 Copilot in their environment. The initial phase of the M365 Copilot pilot is focused on administrative and business support tasks, not clinical use. Therefore, you should not accept a Copilot licence unless you commit to not using Copilot-generated outputs to inform or guide clinical decisions.

- **Take care with confidential or sensitive information when using M365 Copilot:** Although M365 Copilot only accesses information you have permission to view within your files and conversations, the content it suggests is based on this accessible information. Including sensitive details may result in them appearing in the generated content it provides based on your prompts, which could increase the risk of data breaches and potential legal consequences.

- **Be cautious using M365 Copilot in meetings with sensitive topics:** We advise against using M365 Copilot in discussions involving someone's sensitive personal information (e.g., health or disability details, political beliefs, etc.). This helps minimise the risk of those who may have access to these discussions accidentally or intentionally exposing private details captured by M365 Copilot. In these situations, human judgment is essential, and relying on M365 Copilot's suggestions could lead to confirmation bias. Therefore, it's best to be cautious with M365 Copilot in scenarios, for example:

  ο Corporate investigations or legal matters: These situations often require human discretion and confidentiality.

  ο HR-Related processes or procedures: Sensitive HR discussions, such as performance evaluations, disciplinary actions, or interviews, require careful handling.

- **Ethical use**: It is advisable to avoid querying about illegal matters, requesting edits or images of others, or asking for outputs that are 'based on' or 'in the style' of a specific author or third party. This helps to ensure compliance with legal and ethical guidelines.

- **Risk acknowledgement:** Be aware of the risks of misuse, including data breaches and inaccurate results through reviewing the relevant training materials and user guides provided throughout the M365 Copilot Pilot Programme.

- **Managed devices:** When accessing M365 Copilot, please use corporate or managed devices.

Appropriate use of generated content

- **Accuracy and bias**: Please review all outputs (you are the 'human-in-the-loop') for inaccuracies, bias, confidential information or offensive content. This is to avoid 'AI hallucinations' which is a term to describe when M365 Copilot generates incorrect or misleading information. Always ask M365 Copilot to cite the source, review the generated content for any potential inaccuracies and discard or revise any problematic statements.

- **Purposeful work:** It is advised that you use generated content by M365 Copilot only for work-related purposes. Additionally, do not use any output relating to a person for any purpose which could have a legal or material impact on the individual.

- **Transparency:** Label all M365 Copilot-generated content (e.g. with a sentence, icon or watermark) and include a disclaimer notifying the recipients that the content requires human review before use as it may be inaccurate, unreliable or offensive.

- **Meeting recording and transcription:** When enabling M365 Copilot in a Teams meeting, it's a good practice to inform participants (verbally or via the meeting chat) and allow them to opt out if needed. Transparency builds trust and avoids misunderstandings that could upset colleagues inside or outside the organisation.

Data privacy and confidentiality

- **Data stored:** Acknowledge M365 Copilot will store your interactions to improve its performance and refine your experience. While M365 Copilot uses information that you have access to in order to suggest content for your use, this information is not shared with Microsoft and remains within the NHS.net Connect Shared Tenant.

- **Avoid uploading or sharing confidential or sensitive information with M365 Copilot:** Although M365 Copilot only accesses information you have permission to view within your files and conversations, the content it suggests is based on this accessible information. Including sensitive details may result in them appearing in the generated content it provides based on your prompts, which could increase the risk of data breaches and potential legal consequences. This includes:

    o Confidential data: Avoid sharing any confidential or sensitive information, including Protected Health Information (PHI) and Personally Identifiable Information (PII).

    o Personal data: Ensure personal data on NHS.net Connect is within the bounds of acceptable use found in the NHS.net Connect Acceptable Use Policy (https://portal.nhs.net/Home/AcceptablePolicy), as it may be used in responses generated by M365 Copilot.

       o   Content protection**:** Apply protections such as permissions and sensitivity labels to all sensitive content.

- **Permissions for data use:** Ensure you have the rights to use the data generated by M365 Copilot. For example, copyrighted material may be returned.

<u>Training</u>

Please review the M365 Copilot Responsible Use Guide and Getting Started Guides that will be shared during the pilot programme to understand how to use M365 Copilot effectively.

Follow all guidelines stated within the M365 Copilot Responsible Use Guide that will be shared during the pilot programme.

<u>Escalation</u>

If M365 Copilot accesses data you should not have access to or you believe it is being used in an inappropriate manner, immediately contact your organisation's pilot representative and inform them of the situation. Your organisation will then raise this with the NHS.net Connect team as appropriate.

<u>Acknowledgement</u>

Do you confirm you have read and agree to the conditions outlined above?

By selecting 'Yes', you agree to the above M365 Copilot Acceptable Use Policy and will be assigned with a M365 Copilot licence.

<Check boxes for Yes & No>