



Acceptable Use Policy for Artificial Intelligence (AI)

1. Purpose

This policy sets out how Artificial Intelligence (AI) tools may be used within APTUK. It ensures that AI is used safely, ethically and in line with APTUK values, while complying with NHS and General Pharmaceutical Council (GPhC) expectations for professional conduct, data protection and information governance.

2. Scope

This policy applies to:

- All APTUK Executive Committee, volunteers, contractors and representatives
- All work undertaken on behalf of APTUK
- All AI tools accessed through APTUK systems

3. Approved AI Tools

Preferred AI Tools

APTUK members should use Microsoft Copilot and the AI features integrated within the APTUK Microsoft 365 environment wherever possible, as these tools are supported by appropriate governance, data protection and security controls. Designation of preferred AI tools reflects information governance and security considerations only and does not constitute endorsement of the clinical, professional or technical outputs of any AI system.

Use of External AI Tools

While the use of external AI platforms, e.g., ChatGPT, Gemini, cannot be completely prevented, they must only be used in line with safe and responsible practice. This includes:

- Do not reference APTUK, its internal operations, or representatives when using external AI tools.
- Do not enter, upload, or describe any APTUK documents, data, or organisational content into non-approved AI tools.
- Do not use personal accounts for work involving APTUK information or materials.
- Avoid generating information that could be interpreted as representing the official APTUK view unless using Copilot within the secured Microsoft 365 tenant.

APTUK strongly recommends that members avoid using external AI tools for APTUK-related work unless the task involves only general, non-sensitive content and does not involve organisational data.

4. Prohibited Uses

AI tools must **not** be used for:

- Creating images or graphics. APTUK has a licensed, copyright free image library for this purpose.
- Processing, uploading or generating content containing personal, confidential or sensitive information.

- Making clinical decisions, providing clinical advice or generating content that could be interpreted as professional guidance.
- Uploading documents that APTUK does not own or have permission to use.
- Any activity that breaches NHS information governance, GPhC standards or copyright law.

5. Permitted Uses

APTUK will consider supporting research where **all** the following criteria are met:

AI may be used to support non-clinical, administrative and organisational tasks, including:

5.1 Communication Support

- Drafting or refining emails to ensure they are clear, succinct and professional.
- Summarising long documents or meetings to support internal communication.

5.2 Policy and Governance Support

- Reviewing draft policies, frameworks or procedures and suggesting improvements.
- Checking documents for clarity, consistency and readability.
- Helping to structure reports, minutes or briefing papers.

5.3 Productivity and Planning

- Generating first drafts of project plans, timelines or role descriptions.
- Creating checklists, templates or outlines for internal use.
- Supporting brainstorming for events, campaigns or member engagement.

5.4 Learning and Development

- Producing summaries of publicly available guidance.
- Helping to prepare training materials (excluding images).

All outputs must be reviewed, edited and verified by the user before use.

6. Content Standards

When using AI:

- Users remain fully responsible for the accuracy and appropriateness of all content.
- AI generated text must not be presented as authoritative or regulatory guidance.
- All factual statements must be checked against reliable sources.
- AI must not be used to impersonate individuals or fabricate information.

7. Data Protection and Confidentiality

In line with NHS and GPhC expectations:

- No patient data, member data or identifiable personal information may be entered into AI tools.
- AI must not be used to analyse or summarise documents containing personal or sensitive information.
- Users must follow APTUK's Data Protection Impact Assessment (DPIA) process when introducing or modifying workflows involving AI.

8. Alignment with NHS and GPhC Guidance

This policy aligns with:

- NHS guidance on the safe and responsible use of AI, including information governance, cybersecurity and data protection principles.
- GPhC Standards for Pharmacy Professionals, particularly around accuracy, confidentiality, professional judgement and accountability.

Users must ensure that AI:

- Supports but does not replace professional decision making.
- Is used in a way that maintains public trust and professional integrity.
- Does not compromise confidentiality or data security.

9. Transparency and Accountability

- Users should be open about when AI has been used to support APTUK work.
- All AI assisted content must be checked for accuracy, bias and appropriateness.
- Final responsibility for all outputs rests with the individual user.

In line with the GPhC expectations¹, pharmacy technicians remain personally accountable for all decisions and actions when AI is used and must be able to justify their professional judgement.

10. Security Requirements

- For APTUK sensitive work, AI tools must only be accessed through secure APTUK Microsoft 365 accounts.
- Users must not bypass security controls or use personal devices or accounts to access AI for APTUK sensitive work.
- Any suspected misuse or data breach must be reported immediately to the APTUK Data Protection Lead dataprotection@aptuk.org

11. Sustainability and Environmental Responsibility

APTUK recognised that the use of AI has an environmental impact, particularly in relation to energy consumption and the carbon footprint associated with large-scale data processing. To ensure responsible and sustainable use of AI:

- AI tools must only be used when they add clear value to APTUK work. Users should avoid unnecessary or repetitive AI queries that increase computational load without meaningful benefit.
- AI tools, external to the MS 365 accounts, should be used sparingly, as their environmental impact and energy efficiency cannot be assured.
- AI must not be used to generate large volumes of unnecessary content, drafts or iterations.
- Users should consider whether a task can be completed more efficiently without AI before initiating an AI-assisted workflow.

APTUK is committed to reducing its digital carbon footprint and will continue to review the sustainability impact of AI tools as part of its wider environmental responsibility.

12. Breaches of Policy

Misuse of AI tools may result in:

- Removal of access to AI tools
- Review of volunteer or officer responsibilities
- Reporting to relevant authorities where required, e.g., GPhC, NHS partners

13. Review

This policy will be reviewed annually or sooner if:

- NHS or GPhC guidance changes
- New AI tools are introduced
- Risks or incidents indicate a need for revision

Review date	Significant policy changes	Updated by (name and job title)	Approved by (name and job title)	Effective date	Version number
21.04.2026	New policy - aligned with GPhC position statement on the use of AI in pharmacy ¹	Gail Hall (Vice President)	Amy Laflin (President)	20.04.2026	HR028.01

Next review date: 20.04.2027

References

1. General Pharmaceutical Council (2026) Position Statement: The use of Artificial Intelligence (AI) in pharmacy [Online] Accessed 21 April 2026. Available at: [Position statement: The use of Artificial Intelligence \(AI\) in pharmacy](#)
2. General Pharmaceutical Council (2026) Joint statement from the statutory regulators of health and care professionals: Using Artificial Intelligence (AI) in health and care professional education [Online] Accessed 14 Mar 2026. Available at:
3. https://assets.pharmacyregulation.org/files/2026-02/Joint-statement-from-statutory%20regulators-of-health-and-care-february-2026_0.pdf?VersionId=aHtVBapzeSdUYEq8nftiR3HHYv3VezE
4. General Pharmaceutical Council (2026) Standards for Pharmacy Professionals [Online] Accessed 14 Mar 2026. Available at: <https://www.pharmacyregulation.org/pharmacists/standards-and-guidance-pharmacy-professionals/standards-pharmacy-professionals>
5. NHS Digital (2026) Data Security and Protection Toolkit [Online] Accessed 14 Mar 2026. Available at: <https://www.dsptoolkit.nhs.uk/News/161>
6. NHS England (Digital) (2026) AI in practice [Online] Accessed 14 Mar 2026. Available at:
7. <https://digital.nhs.uk/services/ai-knowledge-repository/ai-in-practice>
8. NHS England (Digital) (2026) AI knowledge repository [Online] Accessed 14 Mar 2026. Available at: <https://digital.nhs.uk/services/ai-knowledge-repository>