



AI Policy

Frequently Asked Questions

Q1. When writing a policy, do we need to consider governance?

Yes. Policy documents governance decisions, it cannot replace them. Before your organization writes a policy, leadership must define who has authority over AI use, how output is verified, and who is accountable. Without those decisions, a policy is a document without a foundation. For more on how governance and policy work together, see the [AI Governance FAQ](#).

Q2. What is an AI policy, and why does my business need one?

An AI policy defines how your organization permits, restricts, verifies, and oversees AI use. Without a policy, decisions about AI use are likely to be inconsistent, undocumented, and without human accountability.

Q3. What should an AI policy include?

A policy that governs tool selection and usage restrictions is incomplete. Your policy needs to include permitted and prohibited uses, data and confidentiality boundaries, output verification requirements, approval authority, client disclosure obligations, and review parameters.

Q4. What if our organization is already using AI without a policy?

Your first governance effort needs to be a workflow audit to find out where AI is already influencing your workflow and how that influence is impacting decisions and client deliverables.

Q5. Can we use a policy template?

AI templates typically provide structure and a rundown of prohibited actions; they do not clarify who has authority, what verification is required before output becomes binding, or how your practices hold up under scrutiny. This is a shortcoming of every AI template, because policy depends on governance decisions made by your leadership.

Q6. Does my AI policy need legal or compliance review?

Yes, but sequence matters. Before your policy reaches Legal, it should address risk tolerance, verification workflows, and authority structures. Make governance decisions, create a policy aligned with those decisions, and then have Legal review and validate the policy. For law firms, that review must address the ethical obligations in ABA Formal Opinion 512.

Q7. What are the most common mistakes businesses make with AI policies?

AI governance and policy is new territory, so companies fall into one or more of these pitfalls: starting with a template and calling it done; assigning ownership to IT; omitting output verification requirements; treating the policy as a one-time document; and most detrimentally, creating the appearance of oversight without doing the governance work.

Q8. What does AI liability exposure actually look like for my business?

The exposure is consistent across industries: AI-assisted output that lacks verification, documentation, and assigned accountability results in court sanctions, regulatory fines, lost contracts, and reputational damage.

Q9. How often should an AI policy be reviewed and updated?

Annually at minimum, but change is the better trigger. Build a review cycle and indicate the responsible role into the policy itself.

Policy documents governance decisions so they guide how work actually gets done.

If you're ready to build both, start with a discovery session.

Schedule a Discovery Session