[Dealership Name] — AI Use Policy

Fill in the brackets, have your attorney review it, and put it in front of every employee.

1. **Approved tools.** Employees may use the following AI tools for work: [list — e.g., the dealership's paid ChatGPT/Claude business accounts and contracted vendor tools]. Other AI tools may not be used for dealership work without approval from [name/role]. Dealership email, calendars, files, CRM, and DMS may not be connected to any personal AI account, AI browser, or automation tool.
2. **Customer information stays out.** Never enter customer names, contact information, Social Security numbers, credit applications, deal documents, or DMS data into any AI tool that is not an approved, contracted vendor system. When in doubt, leave it out.
3. **Humans approve customer-facing content.** Anything a customer will see or hear — ads, emails, texts, website content, review replies, quotes — must be reviewed and approved by [role] before it goes out, regardless of who or what drafted it. No AI tool may communicate a price, payment, or availability claim to a customer without human review.
4. **We disclose AI.** Where customers interact with an AI system (chat, phone, text), the system must identify itself as automated.
5. **Verify before relying.** AI output used for any business decision, disclosure, or compliance matter must be checked against the original source. AI is a drafting assistant, not an authority.
6. **Report problems immediately.** If an AI tool says something wrong to a customer, or you realize sensitive data went into the wrong tool, tell [name/role] the same day. No blame for reporting — only for hiding.
7. **Questions.** If you're unsure whether a use is okay, ask [name/role] before doing it.

I have read and understood this policy. Name _____ Date _____