

Privacy Notice: Copilot Policy Bot – AI-Powered Chatbot for Compliance Teams

Effective Date: 29 July 2025

Data Controller: South Gloucestershire Council

Purpose of the Chatbot

Copilot Policy Bot is an AI-powered chatbot developed exclusively for South Gloucestershire Council's Compliance teams. Its purpose is to provide quick, accurate, and user-friendly answers to employee queries by summarising existing corporate and national policies and guidance.

How Copilot Policy Bot Works

- The chatbot searches and retrieves information **only from pre-identified, publicly available policy and guidance websites**.
- It then summarises the retrieved content into a concise, user-friendly format to support internal understanding and compliance.
- The chatbot does **not generate new policy content** or provide legal advice.

Personal Data Handling

Copilot Policy Bot has been **designed with privacy in mind**. The system is configured to restrict the addition of personal data, thereby minimising the risk of inadvertently inputting personal data.

It does not intentionally collect, store, or process any personally identifiable information (PII) about clients, employees, or members of the public.

However, the system may process authorship or contact information included in source documents such as Authors name, Organisation and date of publication where individuals have provided explicit consent for such data to be used.

Inadvertent use of personal data

Council employees must not enter or submit any personal data (as defined under UK General Data Protection Regulations and the Data Protection Act 2018) into Copilot Policy Bot.

If personal data is inadvertently provided during the chat session, such data may be temporarily processed solely for the purpose of facilitating the session. The data will not be retained beyond the active session.

Legal Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), the legal basis for processing data via Copilot Policy Bot is:

- **Article 6(1)(e) – Public task:** The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

The chatbot supports the Council's statutory duties and internal compliance functions by facilitating access to relevant policy information.

Data Security and Retention

- No user input or query data is stored or retained by the chatbot.
- The system is configured to operate securely within the Council's IT infrastructure and adheres to corporate data protection and cybersecurity standards.

Your Rights

In general, Copilot Policy Bot does not process personal data. However, where personal data (such as authorship or contact details) is processed with consent, individuals retain their rights under UK GDPR, including the right to access, rectify, or request erasure of their data, and to **withdraw consent** at any time.

Contact Information

For any questions or concerns about this privacy notice or the use of Copilot Policy Bot, please contact:

Data Protection Officer

South Gloucestershire Council

Email: DPO@southglos.gov.uk