

## Team AI Literacy Briefing — AI Act Article 4 Compliance

### What is the AI Act?

The EU AI Act came into force in 2024. It requires organizations to: • Understand what AI tools they use • Assess the risks • Ensure transparency with customers • Document compliance efforts

### Why This Matters to Us

Non-compliance results in significant fines and reputational damage. Responsible AI use protects customers and builds trust.

### AI Tools We Currently Use

*[Insert your organization's AI tools from the Inventory Template]*

- ChatGPT: Customer support
- Canva AI: Social media content
- [Your tools here...]

## How to Use AI Tools Responsibly

**Do:**

- Use AI tools only for their intended purpose
- Assume AI outputs may contain errors
- Avoid sharing customer personal data
- Document when and why you use AI

**Don't:**

- Share customer names, emails, or account details
- Rely on AI output without human review
- Use AI for high-stakes decisions without oversight
- Mislead customers about AI-generated content

## Key Talking Points

**If customers ask about AI:** 'We use AI to enhance our service, but humans always review important outputs.'

**If unsure:** Contact [Compliance Officer] before using it.

**If there's a problem:** Report it immediately.

## Acknowledgment

By signing below, you confirm you've reviewed this briefing and understand AI Act compliance expectations.

Name (Print)	Signature	Date

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