

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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