The Guidelines for using Generative Artificial Intelligence (GenAI) at ENZ

Owner: Group General Manager Strategy, Capability & Performance

Approved by: Chief Executive

Next review date: November 2025, or earlier as required

Distribution: Will be available on IPU

Purpose

The purpose of these guidelines is to:

- Support and empower Education New Zealand Manapou ki te Ao (ENZ) staff to innovate, safely adopt and responsibly use, and derive benefits (such as improved efficiencies and quality of advice) from using Generative Artificial Intelligence (GenAI) services to assist in delivering ENZ's business goals.
- Support ENZ staff to act in responsible ways that align with ENZ's existing policies. (i.e., ICT Acceptable Use, Information and Records Management, Privacy, Risk Management, and Code of Conduct policies).
- Assist in protecting ENZ's information by setting clear expectations for the use of GenAI services.

Scope

- These guidelines apply to all ENZ employees, contractors and Board members who create and process information for ENZ.
- These guidelines apply to the use of GenAI services provided by external parties, such as ChatGPT, by ENZ staff for ENZ purposes. Note, this excludes use of DeepSeek.
- Generative AI (GenAI) refers to a service that generates text, or images, or other content, that closely resembles human-created content. ChatGPT is one example of the many GenAI services available. However, many other GenAI services are available or are under development.

Context

With the recent increase in availability and usefulness of GenAI services, ENZ has opportunities to save staff time, augment staff capabilities, improve the quality of ENZ advice, and to more effectively deliver ENZ business goals. There are, however, risks associated with GenAI which need to be managed, including:

- Continuing to safeguard the confidentiality, integrity and availability of ENZ's information
- Maintaining the privacy of personal information that ENZ holds.

Our approach is guided by Ngā Manapou (our values). When we think about our information responsibilities, that is about Kaitiakitanga – we are guardians of people's information and Manaakitanga – we treat others (and their information) with care and respect as we consider this to be taonga.

In July 2024, as part of setting a strategic approach for Artificial Intelligence (AI) in New Zealand, Cabinet set expectations for government agencies using AI technologies. Cabinet has:

- Agreed that government agencies should be encouraged to adopt AI for its benefits, while managing the risks
- Noted the role of the Government Chief Digital Officer (GCDO) in leading work to accelerate responsible use of AI across public services, to deliver better outcomes for all New Zealanders.

Accordingly, we encourage staff to appropriately use GenAI emerging technologies in keeping with the guidelines outlined in this document.

The GCDO is the public service lead for GenAI. The Office of the GCDO provides GenAI guidance and has issued Interim Generative AI guidance for the public service. ENZ aligns with the GCDO's guidance as the organisation starts to trial and use GenAI safely, ethically, and in privacy-protecting ways.

Guidelines for ENZ use of GenAI services

The following expectations are aligned with ENZ's ICT Acceptable Use, Information and Records Management, Privacy and Code of Conduct policies.

Please note: The use of DeepSeek is strictly prohibited due the security concerns for ENZ.

1. **Sign-up:** An ENZ staff email address must be used to register and sign up to the service.

2. **Use of ENZ devices:** An ENZ-managed device must be used to access the service.

3. **Do not input personal or privileged data (including client data) into GenAI**: ENZ is held to a high standard in respect of trust and confidence. Do not input any personal information or data that ENZ has received in confidence from other agencies, any commercially sensitive information, any information classed as 'SENSITIVE' or above, or any information that would be withheld under the Official Information Act (OIA). The risks for the integrity of the public service, and potential impacts if redacted information were to be accessed and/or inappropriately used, could be extremely damaging for public trust and confidence.

   Note: You are personally responsible for any information you input into GenAI.

4. **Protect Māori information sovereignty:** Carefully consider the risks in inputting any Māori data (including people, language, culture, resources, or environments), and work with the Rautaki Māori team to ensure the risks are appropriately managed before you input it.

5. **Information breach:** Any information breach (or concern that such has occurred) must be reported immediately to the Chief Privacy Officer(s) in accordance with ENZ's ICT Acceptable Use, Information and Records Management, Privacy and Code of Conduct policies.

6. **Decision making:** A GenAI service must not be empowered to make automated business decisions without human scrutiny or validation, verification and acceptance of accountability for the GenAI service's recommendation.

7. **Use good judgement and validate outputs**: You must judge whether the use of a GenAI system is appropriate, and appropriately scrutinise, validate, and verify any output from a GenAI service to be used by the ENZ.

8. **Disclosure:** If a GenAI service has been used to produce a document, then the contribution from the GenAI service must be disclosed within the document as an integral part of that document's provenance. Identify text that was AI generated (in a footnote in formal documents.)

9. **Compliance with security policies:** When using GenAI services, you must use the same security practices used for all ENZ information. This includes using strong passwords, keeping software up-to-date, and following ENZ's data retention and disposal policies.

10. **Ethical considerations:** In addition to the statements above, the use of GenAI services must align with the Ethical Use of [Algorithm Charter](#) and be transparent. Ethics must be considered.

11. **ENZ staff must understand the limitations of GenAI:**
    -   GenAI is rapidly evolving and is only as good as the information that it is trained on, which could be biased. GenAI can get things wrong.
    -   GenAI can store all the information submitted to it, including the identity of the requestor. Once information is submitted to the GenAI service, ENZ may have no control of the information or how it is used.

12. **Do not use GenAI for legal advice or guidance:** GenAI services should not be used to provide legal advice. However, GenAI services may be used to help summarise legislation, regulations, notes, or other items.

Review

ENZ is committed to regularly reviewing, refreshing, and re-publishing these guidelines to reflect updated guidance from the GCDO, updated relevant ENZ policies, developments in technology, and risks.

Other documents associated with this guideline include:

-   [ICT Acceptable Use Policy](#)
-   [Information and Records Management Policy](#)
-   [Privacy Policy](#)
-   [Risk Management Policy](#)
-   [Code of Conduct](#)