



AI (Artificial Intelligence) – Overview for Volunteers

AI is becoming a part of everyday life. You don't need to use it as a volunteer, but if you ever do, these guidelines will help you use AI safely and responsibly. It is based on the organisation's full Huntington's Disease Association AI policy which is available on request from the Volunteering Manager.

1. Our Approach to AI

The Huntington's Disease Association recognises that AI tools (such as ChatGPT or Microsoft Copilot) can support efficiency and help with simple tasks.

AI should always be used:

- Responsibly
- Transparently
- Ethically

AI is a support tool, not a replacement for human judgement, experience, or relationships.

In most volunteer roles, the use of AI is not expected or required, particularly where activities involve personal information, sensitive discussions, or sharing lived experience. If you are unsure about this guidance, please speak to the Volunteering Manager.

2. Your Responsibilities as a Volunteer

If you choose to use AI as part of your volunteer role, you are expected to:

- Follow this guidance
- Use AI only where appropriate to your volunteer role
- Check all AI-generated content carefully before using it
- Ask for advice if unsure

You are responsible for anything you produce using AI.

3. Using AI Safely

In most volunteering activities, AI use is not expected. This is because many roles involve volunteering directly with people, handling sensitive information, or contributing personal perspectives.

In limited situations, AI may be helpful for simple, non-sensitive tasks such as:

- Finding ideas for group activities
- Researching venues or resources (where no personal information is involved)

AI should only be used where no personal or confidential information is involved, and where it does not replace your own judgement.

Important:

- If reviewing documents (e.g. AGM minutes, committee meeting minutes or documents shared by researchers for HD Voice), these may contain sensitive or confidential information and must not be entered into AI tools
- In Expert by Experience (HD Voice / HD Youth Voice) activities, your own views, experiences, and voice are what matter – AI should not be used to review generate and shape responses
- In roles supporting individuals (branches and groups), personal information must never be entered into AI tools, even when trying to help

4. Checking AI Outputs

AI content can be incorrect, biased, or misleading.

Before using AI-generated content, always:

- Check it is accurate and up to date
- Check the tone is appropriate
- Check any facts or sources
- Edit it so it reflects the charity's voice

5. Data Protection and Confidentiality

Never input personal or sensitive information into AI tools.

This includes:

- Names or contact details
- Health or personal circumstances
- Any identifiable information about the people we support

Treat anything entered into AI as if it could become public.

This is especially important in volunteer roles, where you may come across sensitive information.

6. What Not to Do

Volunteers are expected to avoid:

- Inputting confidential or personal data into AI tools
- Using AI to give advice or respond directly to individuals
- Using AI in place of lived experience or personal views
- Using unapproved or downloaded AI tools
- Connecting AI tools to organisational systems or data

7. If You Are Unsure

AI is a fast-changing area, and it's okay to ask questions.

If you are unsure:

- Do not proceed
- Speak to the Volunteering Manager for guidance