City of Cold Lake

Artificial Intelligence Policy

POLICY NUMBER: 245-AD-26

Approval Date: January 27, 2026	Revise Date:
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Supersedes:	Review Date:

1.0 Policy Intent

The City of Cold Lake (City) recognizes that Artificial Intelligence (AI) is already integrated into many aspects of common applications and software that may be used by the City. The City appreciates that expanded development, accessibility, and risks of the use of AI require thoughtful consideration in order to protect the integrity and transparency of government processes and decision making. There may be situations where the City intends to use AI to make operations and work management more efficient and effective to better provide for City residents and ratepayers.

This policy is intended to provide guidance to City staff and transparency to the public to ensure that AI systems are used safely, responsibly, and ethically. The policy also helps ensure that all AI used, developed, and integrated by the City is done in a way that upholds accountability, fairness, and maintains human oversight while prioritizing legislative requirements for access and protection of privacy.

2.0 Purpose

The purpose of the Artificial Intelligence Policy is to provide guidelines and a transparent process for the usage of AI by City staff in carrying out their tasks and responsibilities, to provide clear boundaries and appropriate use of AI in the workplace and ensure the protection and privacy of the City and its residents is maintained.

3.0 Policy Statement

3.1 The City supports safe, responsible, and ethical use of AI to enhance service delivery, and improve operational efficiency. This policy shall establish the City's guidelines on the permitted uses of AI that protect privacy, remain transparent, and ensure security is prioritized while serving the public.

3.2 This policy applies to all City Employees.

4.0 Managerial Guidelines

4.1 Definitions:

    4.1.1 "Artificial Intelligence" or "AI" means computer-based systems or tools capable of performing complex tasks that historically only a human could do such as reasoning, making decisions, developing content, creating content, or solving problems;

    4.1.2 "CAO" means the Chief Administrative Officer of the City;

    4.1.3 "Employee" means an individual employed by the City, City contractors, elected officials, members of City committees, and third parties that have access to and use the City's computers and related technology;

4.2 "Personal Information" means as defined in the *Protection of Privacy Act*, SA 2024, c P-28.5 (*POPA*) and the *Access to Information Act*, SA 2024, c A-1.4 (*ATIA*). All City's use of AI must adhere to these principles:

    4.2.1 **Privacy**: It is paramount that any Personal Information held by the City be protected and kept confidential when using AI, and that all rules and regulations from *POPA* and *ATIA* are adhered to.

    4.2.2 **Accountability**: Human oversight and responsibility for the usage of AI and its work content are mandatory. Employees are responsible for the work that they produce, all decisions they make, and compliance with all applicable laws, whether AI tools were used or not.

    4.2.3 **Reliability and Quality of Work**: AI may only be used to produce accurate, reliable, and quality work output. Human oversight is essential to achieve this principle.

    4.2.4 **Secure and Transparent Usage**: AI may only be used in a way that ensures the data and information being used is safeguarded. AI must not be given access to Personal Information, sensitive or confidential organizational information.

    4.2.5 **Incident Reporting**: If there are any suspected or confirmed incidents of Personal Information, sensitive or confidential organizational information being input into AI, or AI otherwise being granted access to it, it must be reported as soon as reasonably possible to your Manager.

4.3 Permitted use of AI includes:

    4.3.1 Drafting routine documents, summarizing public reports, and analyzing publicly available information;

    4.3.2 Meeting transcription, note taking, or voice transcription for taking and summarizing notes;

4.3.3   Research based on general publicly available information and data;

4.3.4   Generation of concepts or ideas for general topics;

4.3.5   Editing and revising of written communications including emails, letters, or reports to improve writing quality, clarity and professionalism (to the extent that authorship and/or ownership is not claimed for AI generated work); and

4.3.6   Any other purpose that is specifically approved by a General Manager or the CAO.

4.4   Non-permitted usage of AI includes:

4.4.1   Using AI to replace positions that humans occupy as Employees for the City;

4.4.2   Employees are not to give AI access to research, retrieve or view records directly out of their local or network file folders, or saved record keeping locations including but not limited to applications including SharePoint or emails;

4.4.3   Uploading or processing Personal Information, confidential information, or proprietary information that is in the possession or control of the City on AI platforms;

4.4.4   Using AI to make decisions or work output without a proper review of the work that was generated by AI for accuracy, reliability, and reviewing that all the necessary components of the context in which the decision is being based off have been factored in and considered fulsomely;

4.4.5   Generating photos, images, or videos of people;

4.4.5.1   This does not include using programs that have AI tools built into the program that assist the user in editing, modifying, or enhancing photos, images, or videos that were not AI generated (ex: Adobe Cloud);

4.4.6   Using AI where explicitly prohibited by law, or in such circumstances, where appropriate legislative requirements for AI use have not been satisfied.

4.5   Any research produced through AI must be:

4.5.1   Based on reputable data and information sources;

4.5.2   Cited when appropriate, as AI created work is not original work and cannot be claimed as such;

4.5.3   Done in a way that the rules and regulations of POPA and ATIA are being met to ensure that no personal or private information is exposed to the AI tool or system being used;

4.5.4   Reviewed by the Employee(s) for accuracy, bias, relevance, and timeliness; and

4.5.5   The information used by AI must be validated by the Employee(s) research.

4.6   Monitoring

4.6.1   AI usage may be periodically reviewed by the City's IT and Legislative departments, as is necessary, to ensure compliance with legal requirements and this policy.

4.7   Compliance

4.7.1   Prior to utilizing AI to complete any City work, City staff must consider this policy and determine whether AI use is appropriate in the circumstances. Should there be any question on the applicability of this policy or appropriateness of AI use, it shall be the responsibility of the staff member to seek direction from their Manager prior to use.

4.7.2   It is the responsibility of the user of AI to ensure compliance with this policy at all times.

4.7.3   Managers shall be responsible for ensuring that any AI use in their departments is in full compliance with this policy.

4.7.4   The City reserves the right to audit, review, and report on AI usage, interactions and any content produced by AI.

5.0   <u>References</u>

5.1   *Protection of Privacy Act*, SA 2024, c P-28.5
5.2   *Access to Information Act*, SA 2024, c A-1.4

6.0   <u>Persons Affected</u>

6.1   All Employees.

7.0   <u>Revision/Review History</u>

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Jan 29, 2026
Date

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Jan 29/2026
Date

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Chief Administrative Officer

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Mayor