AI Privacy Guide

Essential Privacy Guidelines for Using Public Generative AI at Your Housing Authority

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1. Never Enter Personally Identifiable Information (PII)

Public AI tools are not approved for confidential tenant data. Do **not** include:

- Names, addresses, phone numbers
- Social Security numbers, dates of birth
- Case or voucher numbers
- Income, disability, or medical details

Use placeholders like *[Tenant Name]* or *[Unit Address]* instead.

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2. Do Not Upload Sensitive Documents

Avoid uploading anything containing PII or confidential information, including:

- Leases, RFTA packets, inspection reports
- Verification documents
- Reasonable accommodation forms
- Police or medical documentation

If you need help rewriting or summarizing, **remove all identifying details first**.

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3. Sanitize Your Prompts Before Using AI

Before pasting text into AI:

- Replace names with initials or placeholders
- Remove addresses, case numbers, and financial details
- Delete anything that could identify a tenant

If you wouldn't email it to a stranger, don't paste it into AI.

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4. Use AI for Structure — Not Decisions

AI is great for:

- Drafting letters
- Summarizing policies
- Creating checklists
- Brainstorming ideas

AI should **not** be used for:

- Eligibility decisions
- Rent calculations
- Compliance determinations
- Interpreting HUD regulations

5. Keep Resident Communications Human-Centered

AI drafts the message, but **you** ensure:

- Accuracy
- Tone
- Policy alignment
- Personal context

Always review before sending.

6. Never Copy-Paste AI Output Without Checking It

AI can misinterpret policies or generate outdated or generic content. Always edit and verify.

7. Remember: Public AI Tools Are Not Private Systems

Treat them like any public website. They are **not** designed for confidential tenant data.

8. Follow Your Agency's AI Policy

If your housing authority has an AI policy, follow it. If not, use this sheet as a foundation for creating one.

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9. Use AI to Improve Efficiency — Not Replace Secure Systems

AI can help with drafting, summarizing, and training materials. It should **never** replace secure case management systems or encrypted communication tools.

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10. When in Doubt, Leave It Out

If you're unsure whether something is safe to enter into AI, don't include it.