Collin County Information Technology

AI Acceptable Use Policy

Version 1.0
September 28, 2026

Table of Contents

Introduction 3
Reference Authority 3
Purpose 3
Scope 3
Goal 4
Methods 4
- Review and Follow the AI System Code of Ethics 4
- Limit AI Usage to Approved Tools for County Purposes 5
- Verify Accuracy of AI-Generated Outputs 5
- Protect Sensitive and Personal Identifying Information 6
- Be Transparent About AI Usage 6
  - Disclose AI Systems that Interact with the Public 6
  - Give Attribution When Work Product Relies Significantly on AI-Generated Content 6
  - Document AI Integration into Standard Workflows 7
- Identify Uses of Heightened Scrutiny AI Systems 7
- Avoid Prohibited Uses of AI Systems 7
- Complete AI Training and Awareness 8

Compliance and Enforcement 8
Glossary 8
- Acronyms 8
- Definitions 8

Introduction

Collin County IT is committed to safely and responsibly integrating artificial intelligence (AI) systems into County business operations to promote efficiency and innovation. Increased use of AI involves risks, which vary based on the AI systems and how they are being used. To mitigate those risks, County Users must take certain precautions and use AI systems in a safe and responsible manner. Collin County IT has created this AI acceptable use policy to outline the requirements for those using AI systems. County Users will acknowledge receipt and agreement with this policy through one of the following mechanisms: existing employees and elected officials will complete the acknowledgment through the county's security awareness training platform as part of their annual training cycle; new employees will acknowledge this policy as part of the standard onboarding process.

Reference Authority

Texas Business and Commerce Code Chapter 552, Subchapter B (“Duties and Prohibitions on the Use of Artificial Intelligence”)

Texas Government Code Chapter 2054, Subchapter N-1 (“Cybersecurity and Artificial Intelligence”)

Texas Government Code Chapter 2054, Subchapter S (“Artificial Intelligence”)

Texas Administrative Code, Title 1, Chapter 219 (“Artificial Intelligence”)

NIST AI Risk Management Framework

Purpose

The AI Acceptable Use Policy establishes a comprehensive framework for the responsible, ethical, and secure use of AI systems by users. This policy is intended to guide users as they incorporate AI systems into their work, while safeguarding the county’s data, ensuring an accurate work product, and promoting the county’s goal of better serving our citizens. This policy addresses challenges posed by AI, including the potential for AI output inaccuracies and hallucinations, privacy violations, and data leakage. It provides minimum requirements for users to ensure that the inputs and outputs of AI systems used within the county align with County standards and legal requirements.

Scope

This policy applies to all County Users who use or access AI systems in the course of their official duties. It also applies to non-county personnel, including contractors, volunteers, and other authorized users. Department heads and elected officials are responsible for ensuring that such individuals comply with the requirements of this policy.

This policy governs the use of both County-integrated AI Systems and Publicly Available AI Systems.

- **County Integrated and Approved AI Systems** are tools that the county has formally procured, configured, and integrated into its internal technology environment. Collin County IT manages these AI Systems in accordance with County IT security policies and procedures. Data remains within County-approved infrastructure or other approved environments, and users authenticate using County-issued credentials.

- **Publicly Available AI Systems** are commercial systems accessible over the internet that operate on shared infrastructure not controlled by the county. Examples include web-accessed ChatGPT, Claude, MS Copilot, Midjourney, and Google Gemini (both free and paid subscriptions)

Goal

County Users will develop, deploy, and use AI systems in a safe and responsible manner to protect County data and promote efficiency and productivity across County operations.

Methods

To safely and securely implement AI Systems, County Users will:

Review and Follow the AI System Code of Ethics

Section 2054.702 of the Texas Government Code requires state agencies to adopt the AI Systems Code of Ethics, found in Title 1, Section 219.11, Texas Administrative Code. The AI Systems Code of Ethics identifies key principles that governmental entities and their employees must consider in their procurement, development, deployment, and use of AI Systems. Those principles include:

- Human Oversight and Control
- Fairness
- Accuracy
- Redress
- Transparency
- Data Privacy and Security
- Accountability and Liability
- Evaluation and Documentation

Consistent with this section, County Users must review the AI Systems Code of Ethics and align any development, deployment, and use of AI systems with the principles found within the AI Systems Code of Ethics. By acknowledging this policy, County Users certify that they have reviewed the AI Systems Code of Ethics.

Limit AI Usage to Approved Tools for County Purposes

County Users may use only approved AI systems in the performance of their official work duties. AI system approval operates on two tiers:

- **Tier 1** — General AI Chat Tools: Publicly available AI chat tools (such as ChatGPT, Claude, and Google Gemini) are approved for county-related use upon a County User's acknowledgment of this policy. All data-handling, accuracy-verification, and prohibited-use requirements in this policy apply.
- **Tier 2** — Specialized or Integrated AI Tools: AI systems not covered under Tier 1, including tools integrated into county workflows, automated processes, or AI agents, require prior written approval. All data-handling, accuracy-verification, and prohibited-use requirements in this policy apply.

AI usage is subject to all other County policies and professional standards. AI prompts and outputs are public records and may be subject to public disclosure upon request under the Public Information Act.

All interactions with AI systems may be logged, monitored, and reviewed by authorized county personnel for security, compliance, and auditing purposes. By using AI systems, County Users acknowledge and consent to such monitoring and are responsible for ensuring compliance with applicable laws, agency policies, and data classification requirements.

Verify Accuracy of AI-Generated Outputs

While AI is a powerful tool to create efficiencies and improve productivity, it is not infallible. AI systems are improving in their ability to deliver more accurate results, but inaccurate outputs remain a significant risk when using AI systems. AI tools create responses based on patterns in data and language models, which means outputs may contain inaccuracies, outdated information, or misinterpretations. To ensure the accuracy of AI-generated content, County Users must:

- Treat AI outputs as a starting point, as though they were written by an unskilled intern. Human judgment and expertise remain essential to ensuring a quality final work product.
- Review and verify all outputs for correctness and completeness. Fact-check any citations to ensure reference materials are correctly attributed and up to date.
- If output results are not as expected, review the data quality of the input sources.
- Cross-check critical details against authoritative sources.
- Consider the tone and relevance of the output and whether it reflects the message intended.
- Seek input from subject matter experts if outputs pertain to specialized knowledge beyond your expertise.

County Users are responsible for the content they publish, submit, or take action upon, regardless of whether the content was created with the assistance of AI.

Protect Sensitive and Personally Identifiable Information (PII)

Collin County has a critical responsibility to protect the PII it collects and processes about individuals and any sensitive or confidential data held or accessed by the agency. Both legal and ethical restrictions exist on what PII the county shares with third parties, including third-party AI platforms. Sharing PII/CJI with a Publicly Available AI System could result in a data breach and expose the County to legal liability. To limit the risk of unauthorized disclosure of PII/CJI or other sensitive data, County Users should limit AI usage to County Integrated Systems whenever possible.

Publicly Available AI Systems that the county has not integrated into its secure environment may transmit data across the public internet, store user inputs and outputs indefinitely, and use inputs to train the underlying AI model. County Users' adoption of these tools creates added risk and must be treated with caution. When using Publicly Available AI Systems, County Users must:

- Not share or input any confidential, sensitive, or PII/CJI data into the AI tools.
- Report any data breaches or incidents involving AI systems to their supervisor and IT security team (security@co.collin.tx.us), and copy the County CIO and Security Officer immediately. For immediate IT assistance, contact the Collin County helpdesk.

Be Transparent About AI Usage

Collin County is committed to ensuring that the public, stakeholders, and internal users understand when, how, and why AI is used. Transparency is critical to ensuring trust and implementing appropriate levels of review on AI-created content.

Disclose AI Systems that Interact with the Public

Statutorily-mandated disclosure requirements exist for any AI systems the county deploys that interact with the public. County Users must notify their elected official/department head before making any AI system available to interact with the public and ensure the appropriate disclosures exist alongside the AI system before public deployment.

Give Attribution When Work Product Relies Significantly on AI-Generated Content

County Users must notify their supervisor when they create content with the assistance of AI tools. County Users must give attribution to an AI System in instances where the AI System significantly shapes ideas, arguments, or substantive content of a document or other work product. County Users should consult with their elected official/department head to determine whether and to what extent attribution to an AI System is appropriate in a given context. Using an AI System for non-substantive writing assistance, such as grammar or spelling correction, light editing, or minimal structuring of a document, does not require attribution.

Document AI Integration into Standard Workflows

If a County User incorporates an AI System into the routine performance of a job task, the County User must document the process and confer with their elected official/department head to ensure appropriate staff are cross-trained. All approved AI tools, agents, and automated processes must be registered in the County IT system designated for that purpose. Unsanctioned development and deployment of AI tools, agents, or automated processes is prohibited. County IT retains the right to disable any tool that has not been properly authorized.

Identify Uses of Heightened Scrutiny AI Systems

Subchapter S, Chapter 2054 of the Texas Government Code places requirements on governmental entities when they develop, deploy, or use heightened scrutiny AI systems, including conducting written risk assessments and documentation prior to any deployment of the AI system.

A heightened scrutiny AI system is any AI system specifically intended to autonomously make, or be a controlling factor in making, a consequential decision. The term does not include AI systems intended to: (a) perform a narrow procedural task; (b) improve the result of a previously completed human activity; (c) perform a preparatory task to an assessment relevant to a consequential decision; or (d) detect decision-making patterns or deviations from previous decision-making patterns. A consequential decision is one that has a material legal or similarly significant effect on the provision, denial, or conditions or a person's access to government services.

Whether a given AI tool qualifies as a heightened scrutiny AI system will depend on both the capabilities of the tool and how County Users will utilize it. County Users considering deployment or use of a heightened scrutiny AI system must notify the County CIO/Security Officer and may not procure, develop, deploy, or use a heightened scrutiny AI system without their approval.

County Users should direct any questions about whether a system qualifies as a heightened scrutiny AI System to their department head/elected official or IT. As County AI governance matures, this function may transition to a designated AI Governance Committee.

Avoid Prohibited Uses of AI Systems

County Users must not attempt to manipulate AI systems by prompt injection techniques or bypassing or disabling AI system safeguards, filters, or restrictions through any other means.

In accordance with County policies and applicable state and federal law, the following AI uses are prohibited:

1. Using AI to generate or disseminate misleading or deceptive content.
2. Using AI for social scoring that could result in unfavorable treatment or infringement of an individual's legal rights.
3. Developing or deploying an AI system for the purpose of uniquely identifying a specific individual.

4. Using AI with the intent of infringing, restricting, or otherwise impairing an individual's rights guaranteed under the U.S. Constitution.
5. Using AI with the intent to unlawfully discriminate against a protected class in violation of state or federal law.

Complete AI Training and Awareness

Section 2054.5191 of the Government Code requires state and local government employees to complete an annual artificial intelligence training program certified by the Texas Department of Information Resources (DIR). Collin IT will provide the annual training and may provide additional periodic training and briefings related to the deployment of specific AI Systems or other obligations that County Users have related to AI Systems usage. County Users must complete the training within the time specified by the Texas State Legislature.

Compliance and Enforcement

Misuse of AI Systems and failure to comply with this policy can result in disciplinary action up to and including termination.

Glossary

Acronyms

Artificial Intelligence (AI)

Personal Identifying Information (PII)

Criminal Justice Information (CJI)

Texas Administrative Code (TAC)

Definitions

Artificial Intelligence System: A machine-based system that for explicit or implicit objectives infers from provided information a method to generate outputs, such as predictions, content, recommendations, or decisions, to influence a physical or virtual environment with varying levels of autonomy and adaptiveness after deployment.

Consequential Decision: A decision that has a material legal or similarly significant effect on the provision, denial, or conditions or a person's access to a government service.

Controlling Factor: A factor that is (a) the principal basis for making a consequential decision; or (b) capable of altering the outcome of a consequential decision.

County Integrated and Approved AI Systems: AI-enabled systems that Collin County has formally procured, configured, and integrated into its internal technology environment. Collin IT

manages Integrated AI Systems under its IT security protocols, data remains within county-approved infrastructure, and users log using County-issued credentials.

County Users: All individuals using or accessing county systems who use AI systems in the course of their official duties. This includes employees, contractors, interns, and volunteers.

Heightened Scrutiny Artificial Intelligence System: An AI system specifically intended to autonomously make, or be a controlling factor in making, a consequential decision. The term does not include AI systems intended to: (a) perform a narrow procedural task; (b) improve the result of a previously completed human activity; (c) perform a preparatory task to an assessment relevant to a consequential decision; or (d) detect decision-making patterns or deviations from previous decision-making patterns.

Personal Identifying Information: Information that alone or in conjunction with other information identifies an individual.

Publicly Available AI Systems: Commercial, web-based AI systems that are accessible over the internet and operate on shared infrastructure not controlled by Collin County. Publicly Available AI Systems operate outside of the County's secure environment and pose greater risks with respect to data handling and privacy.