

How _____ uses AI

Anyone here who uses AI follows this page. Fill in the blanks, keep it next to the computer, and show it to new staff on their first day.

FINE TO PUT INTO AI

- ☐ A renter's question with their name and number taken out, like "does a broken hot water service count as an urgent repair?"
- ☐ Our own listing descriptions, notices and email drafts
- ☐ Public rules and form guides from the Consumer Affairs Victoria (CAV) website
- ☐ Repair quotes and invoices, once the renter's name and phone number are covered

NEVER PUT INTO AI

- × Rental applications, passports, driver licences, payslips or bank statements
- × A renter's full name together with their phone, email or date of birth
- × Door, key safe or alarm codes
- × Owners' and renters' bank details; trust account records
- × Logins for your property software, REA or Domain; any password

BEFORE IT GOES OUT, WHO CHECKS

WRITTEN WITH AI	CHECKED BY	WHAT THEY CHECK
Emails to renters and owners	Whoever wrote it	Dates, amounts and addresses are right; we haven't promised anything we can't do
Anything about renting law (notice periods, repair times, rent increases)	Property manager _____	Every statement can be found on the CAV website. If it can't, it comes out
Listings	_____	Price, rooms and features match the property

THE AI WE USE

TOOL AND PLAN	ACCOUNT OWNER	USED BY	CHATS USED FOR TRAINING
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Off / no switch (where to turn it off: page 2)

IF YOU'RE NOT SURE

Ask _____. If you're still not sure, leave it out and write it yourself.

Victorian law says renters' information must be protected and destroyed on time (page 2). Don't ask AI to make your own rental application form or add questions to it: applications must use the form the government sets.

When someone leaves or an account isn't needed, change the password that day and remove them.

Agreed by _____ Date _____

DOES EACH AI TRAIN ON YOUR CHATS?

TOOL	PERSONAL ACCOUNT	WHERE TO TURN IT OFF	BUSINESS PLANS
ChatGPT	Yes, by default	Settings → Data controls → “Improve the model for everyone”	Business and Enterprise: not by default
Claude	You choose when you sign up	Settings → Privacy → the model improvement switch	Team, Enterprise and API: not by default
Copilot	Older app: yes, by default. New app (from Aug 2026): not confirmed on Microsoft’s pages	Settings → Privacy → “Training on conversation activity”	Microsoft 365 work account: no, and there’s no switch
Gemini	Yes, while “Keep Activity” is on	Gemini Apps Activity → turn off “Keep Activity”	Google Workspace: not by default

These switches move and get renamed, so we check them against the official pages every month. Turning one off doesn’t necessarily pull back chats from before.

RENTING IN VICTORIA: WHAT TO KNOW

Sections 505BB and 505BC of the Residential Tenancies Act 1997: rental providers and agents must take reasonable steps to protect renters’ information from misuse, loss and unauthorised access or disclosure, and must **destroy or permanently de-identify it on time**: within 30 days after the rental agreement is entered into, for unsuccessful applicants; within 6 months, if the applicant agreed in writing to it being used for other properties; within 3 years after a rental agreement ends. A breach is a criminal offence (CAV). Every AI tool you paste renters’ information into is one more place to protect it and delete it from. Since 31 March 2026, rental applications must use the prescribed form, and you can’t ask for information that isn’t on it (CAV).

The Privacy Act covers organisations with an annual turnover of more than \$3 million, and any organisation that runs a residential tenancy database, whatever its size (OAIC). The OAIC recommends that you “do not enter personal information, and particularly sensitive information, into publicly available generative AI tools” (OAIC).

ABOUT THIS PAGE

This is a free template, not legal advice. The CAV and OAIC pages and the law itself are what count; if you’re unsure, ask the REIV or a lawyer.

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