

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 review without the customer's name, like "too sweet, waited 20 minutes"
- ☒ Our own menu descriptions, new-item posts and social media drafts
- ☒ Suppliers' public price lists and our own order quantities

NEVER PUT INTO AI

- × Booking or delivery lists with customers' names, phones or addresses
- × A customer's allergy or health details together with their name
- × Staff TFNs, bank details, visas or home addresses
- × Card payment records or card numbers
- × POS, delivery app or accounting logins; any password

BEFORE IT GOES OUT, WHO CHECKS

WRITTEN WITH AI

CHECKED BY

WHAT THEY CHECK

Allergen and ingredient notes on the menu	Head chef _____	Each dish against the real recipe; AI can't know
Menu prices, weekend and public holiday surcharges	Owner _____	ACCC rules on page 2; no card surcharges from 1 Oct
Replies to reviews	Whoever wrote it	No personal details; don't admit or deny what you haven't checked
Rosters	Manager _____	Talk to staff before changing regular rosters (page 2)

THE AI WE USE

TOOL AND PLAN

ACCOUNT OWNER

USED BY

CHATS USED FOR TRAINING

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.

Asked "is there peanut in this?" Answer from the recipe records, never from AI.

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.

WHAT FOOD BUSINESSES NEED TO KNOW

Prices: menus show the total price, including any fee charged every day. Weekend and public holiday surcharges can stay out of the price, but the menu must say “a surcharge of [percentage] applies on [day or days]”, as prominently as the most prominent price. From 1 October 2026 you can’t surcharge for Visa, Mastercard, Amex or eftpos card payments; weekend and public holiday surcharges are still allowed (ACCC).

Allergens: for food that isn’t packaged (dine-in, takeaway), allergen declarations must be displayed with the food or given to the customer on request (FSANZ), and you must be able to tell customers exactly what the food contains (Safe Food Victoria, Victoria’s food safety regulator since 1 July 2026).

Staff: talk to staff before changing regular rosters (Fair Work); keep time and wages records for 7 years (Fair Work).

Privacy: most small businesses with an annual turnover of \$3 million or less aren’t covered by the Privacy Act, but some are (OAIC). The OAIC recommends that organisations “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 ACCC, FSANZ, Safe Food Victoria, Fair Work and OAIC pages are what count; if you’re unsure, ask your council’s food safety team or a lawyer.

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