



Subject: Proper vs. Improper Use of Artificial Intelligence (AI) Software or Applications

Date: February 13th, 2026

To: Aspire of WNY Team Members

Hi Team,

One of the newest technologies widely available to everyone is Artificial Intelligence (AI) software that can produce a range of outputs, from written reports to full videos. AI is becoming a common part of our lives, and its use is becoming routine. AI applications include ChatGPT, Gemini, CoPilot, Claude, Perplexity, Grok, and others. They can stand alone or be integrated with other software.

While there are some instances that an AI application or its components in software you are familiar with, like Microsoft Word using CoPilot to restructure sentences to be grammatically correct, is allowable currently, what is NEVER allowable is the submission of confidential information into the AI software or component.

To be clear, it is **strictly forbidden** to use any AI application of any type for work purposes using Aspire of WNY-owned data or personal data (on your own device) (**photos, videos, text**) regarding any information of those we serve or that is otherwise confidential to the agency.

Do not take any information from work and put it into an AI application when it contains confidential information. Do not take any photos, videos, or written documentation about/of the individuals we support on your own device.

Here is why: everything you place into an AI application becomes available for public or proprietary use by the application owner. This happens even if you do not publish the video or document. As soon as you put the information into the AI application for processing, that data is no longer confidential.

The requirements of confidentiality set forth in this memo are not new. We have been subject to several state and federal laws that require absolute confidentiality from the outset. What is new is that people, in their excitement to try new AI products, may not realize how quickly their duty of confidentiality can be breached.

What goes into AI applications is no longer confidential or protected. Please help us maintain the confidentiality and dignity of those we serve.

We will issue further guidance on this topic in the near future, and appreciate your attention to this important matter. If you have immediate questions or concerns about this topic, please contact Megan Rechin via email at mrechin@aspirewny.org so the appropriate team can evaluate your question or report to your Direct Supervisor.

Please remember, we accept feedback regularly via our Satisfaction Survey, which can be accessed 24/7 at:

www.aspirewny.org/satisfaction-surveys