

# *AI Use & Data Handling Guideline*

## Document Title

AI Use & Data Handling Guideline

**Organisation:** Sygnia Consult

**Version:** 1.0

**Effective Date:** 1 January 2026

**Applies To:** All Sygnia Consult engagements and personnel

## 1. Purpose

This guideline sets out how Sygnia Consult uses artificial intelligence (AI) tools **responsibly and securely** in the delivery of advisory services.

The objective is to:

- enhance efficiency and analytical quality;
- protect client confidentiality and trust; and
- ensure all advice remains grounded in professional judgement and accountability.

## 2. Guiding Principles

Sygnia's use of AI is governed by the following principles:

1. **AI is an enabler, not the advisor**  
AI supports analysis and synthesis but does not replace human judgement or accountability.
2. **Client trust comes first**  
Confidentiality, data protection, and professional ethics take precedence over efficiency.
3. **Human validation is mandatory**  
All AI-assisted outputs must be reviewed and validated before client use.
4. **Transparency and accountability**  
Sygnia remains fully accountable for all deliverables, regardless of tools used.

## 3. Approved Use of AI

AI may be used internally to support:

- synthesis of interview notes, workshop outputs, and discovery materials;
- identification of themes, risks, gaps, and inconsistencies in documents;
- acceleration of diagnostic analysis and reporting;
- preparation of governance artefacts (e.g. summaries, registers, dashboards);
- consistency checks across large or complex datasets.

AI outputs are treated as **draft analytical inputs**, not final advice.

## 4. Prohibited or Restricted Use

AI must **not** be used to:

- make decisions on behalf of clients;
- generate final recommendations without human review;
- replace stakeholder engagement or governance processes;

- process confidential client data without appropriate controls and consent.

## 5. Data Classification and Handling

### 5.1 Non-Confidential or Public Information

AI may be used freely on:

- public documents;
- anonymised datasets;
- internally generated, non-client-specific materials.

### 5.2 Confidential Client Information

Confidential client information **may only be used with AI tools where:**

- appropriate data protection controls are in place; and
- explicit client consent has been obtained.

Where consent is not provided, AI usage must exclude confidential client data.

## 6. Client Consent

Where AI use involves confidential or sensitive client information:

- Sygnia will disclose intended use clearly;
- client consent will be documented (e.g. in the Letter of Engagement);
- alternative approaches will be used if consent is not granted.

## 7. Validation and Quality Assurance

All AI-assisted work products must:

- be reviewed by a Sygnia consultant;
- be validated for accuracy, relevance, and context;
- reflect professional judgement and regulatory awareness.

Final responsibility for all outputs rests with Sygnia.

## 8. Governance and Oversight

Oversight of AI usage includes:

- partner-level accountability for engagements;

- internal peer review of key deliverables;
- adherence to this guideline as part of quality assurance.

Any uncertainty regarding appropriate AI use must be escalated to a senior partner.

## 9. Review and Updates

This guideline will be reviewed periodically to:

- reflect regulatory developments;
- incorporate lessons from practice; and
- ensure alignment with Sygnia's service strategy and client expectations.

**End of Document**