

Artificial Intelligence (AI) Policy

Carlisle Property Management -- a trading name of LEARN @ CYBERCAFE LIMITED

Document	AI Policy
Trading name	Carlisle Property Management
Registered entity	LEARN @ CYBERCAFE LIMITED
Company number	05148419 (registered in England and Wales)
Registered office	6 Brunswick Street, Carlisle, United Kingdom, CA1 1PN
Website	https://carlislepropertymanagement.co.uk
Data Protection Lead	Ian Irving
Contact	DPO@carlislepropertymanagement.co.uk
Effective from	19 May 2026
Version	1.0
Read alongside	Data Protection Policy

1. Why we have this policy

We use AI tools as part of our day-to-day property-management work. This policy explains, in plain language:

- which AI tools we use, and which we don't;
- what data each tool sees, and what the tool's provider does with it;
- where a human reviews AI output before it reaches a landlord, tenant or contractor;
- where AI is permitted to act without prior human approval, and where it is not;
- how you can ask for AI not to be used in your tenancy or landlord engagement.

This policy is read alongside our **Data Protection Policy** and applies to every member of our team.

2. AI tools we use

Tool	Provider	Used for	Data the tool sees
Claude (Anthropic API)	Anthropic, PBC (US)	Drafting tenant and landlord correspondence, summarising long enquiry threads, classifying inbound enquiries (rent / maintenance / viewing / general)	The text of the item being drafted, summarised or classified
Microsoft Copilot (where contracted)	Microsoft Corporation	Productivity assistance inside Microsoft 365	Within our M365 tenant only

Tool	Provider	Used for	Data the tool sees
ElevenLabs (voice synthesis, occasional)	ElevenLabs Inc. (US)	Recorded voicemail / accessibility-friendly recorded messages	The text submitted for synthesis
Local-model inference (Ollama, on our hardware)	Open-source models	High-volume classification of inbound enquiries to keep paid-API costs down	All data stays on our hardware -- never leaves the building

We do not use AI tools to:

- Decide whether to accept or reject a tenancy application;
- Decide whether to renew a tenancy;
- Set the rent on a property without a human review;
- Identify a tenant from a photograph or recording;
- Score a tenant's "behaviour" or assign them any kind of automated rating.

Tenancy decisions are made by a human at CPM, in consultation with the landlord.

3. Human-in-the-loop -- what that actually means

For every external-facing output that reaches a landlord, tenant, or contractor, a human team member reads the AI's output, accepts or amends it, and is accountable for it.

Action	Approval gate
Email or letter to a tenant or landlord	A human reads + sends. AI drafts only.
Maintenance dispatch to a contractor	A human approves the dispatch + sets the access details.
Tenancy application decision	Always a human at CPM + the landlord. AI is not involved in the decision itself.
Right-to-rent evidence handling	Always human-handled per the statutory code. AI does not see right-to-rent documents.
Rent-arrears communications	A human reads + sends. AI may draft a first version.
Listing copy	A human reviews + publishes.
Property condition or inspection narratives	A human writes; AI may suggest a structure or proofread.
Internal classification / routing of inbound enquiries	A human reviews on first response. After that, prior-approved AI routing is allowed for the same correspondent.

4. Data handling for AI calls

- We use the provider's **zero-retention** API path where the provider offers one. The provider does not retain the request body beyond what is technically necessary to serve the response.

- We **do not** opt in to the provider using your data to train their public models.
- We **redact** account numbers, bank details, full identity-document images, and any data that is not necessary for the AI to do its job, before sending. **Right-to-rent documents are never sent to an AI tool.**
- We **log** every AI call on our side (time, tool, purpose, byte counts).
- AI output that references your data is treated as your data, with the same retention rules as the Data Protection Policy.

Each provider relationship is governed by a written agreement that includes the UK International Data Transfer Agreement or equivalent safeguard, where transfers leave the UK.

5. Your choices

You can ask us, in writing, that:

- AI tools should not be used in your tenancy or landlord engagement (the "AI-free" option);
- AI tools may be used for drafting but not for classification or routing;
- We disclose, for any given output, which AI tool (if any) was involved in producing it.

Send your request to **DPO@carlislepropertymanagement.co.uk**. We will confirm within 5 working days how we have configured your engagement.

6. AI errors and accountability

AI tools sometimes get things wrong. When that happens:

- The human who released the output is accountable, not the AI;
- We document the error, identify the root cause, and adjust how we use the tool;
- Where the error caused you harm or loss, our standard service-agreement terms apply and we will work with you in good faith to remedy it.

We will not hide behind "the AI got it wrong" as a defence.

7. AI literacy and staff training

Anyone in our team who uses an AI tool on tenant or landlord work has been trained on:

- the purposes for which each tool is permitted;
- the data-handling rules in Section 4 (especially: no right-to-rent documents into AI);
- the human-in-the-loop expectations in Section 3;
- how to recognise and report a suspected AI-generated hallucination, bias, or data leak.

Training is refreshed at least annually and on each material change to our AI tool list.

8. Changes to this policy

We will update this policy when we add, remove, or materially change an AI tool, or when applicable UK law or ICO guidance materially changes. The current version is dated at the top.

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