

TOWN OF LYNDEBOROUGH

POLICY FOR THE USE OF ARTIFICIAL INTELLIGENCE (AI)



**Approved by the
Board of Selectmen
Effective August 5, 2026**

1. PURPOSE

The Town of Lyndeborough recognizes that Artificial Intelligence (AI) technologies can increase efficiency, improve service delivery, assist with research and communications, and support municipal operations. The Town also recognizes that AI systems present risks relating to privacy, cybersecurity, accuracy, public records, bias, and accountability.

This policy establishes standards for the responsible, ethical, transparent, and secure use of AI technologies by Town officials, employees, volunteers, consultants, and contractors acting on behalf of the Town.

2. SCOPE

This policy applies to:

- All Town departments.
 - All Town employees.
 - Elected and appointed officials when acting in their official capacity.
 - Volunteers, interns, consultants, and contractors using Town information systems or performing work on behalf of the Town.
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3. DEFINITIONS

Artificial Intelligence (AI)

A computer system capable of performing tasks normally requiring human intelligence, including content generation, data analysis, prediction, classification, summarization, transcription, and decision support.

Generative AI

AI systems that produce new content such as text, images, audio, video, software code, reports, summaries, or presentations.

Public Record

Any governmental record as defined under RSA 91-A, regardless of whether the content was created by a human or AI system.

Sensitive Information

Information that is confidential by law, protected from disclosure, personally identifiable information (PII), personnel information, financial information, legal information, law enforcement information, or information protected by contract.

AI System

Any software, service, application, chatbot, assistant, or platform incorporating AI functionality.

4. POLICY STATEMENT

The Town authorizes the appropriate use of AI technologies when such use:

- Improves efficiency or service delivery.
- Complies with applicable law.
- Protects confidential information.
- Maintains transparency and accountability.
- Retains meaningful human oversight.

AI shall support municipal decision-making and operations but shall not replace the authority, judgment, discretion, or responsibility of Town officials and employees.

5. APPROVED USES

Authorized employees may use approved AI systems for:

- Drafting correspondence.
- Preparing meeting agendas.
- Drafting reports.
- Summarizing lengthy documents.
- Creating job descriptions.
- Producing and editing meeting minutes.

- Research assistance.
- Generating first drafts of policies and procedures.
- Data organization and categorization.
- Public communication drafting.
- Transcription and note generation.

All such uses shall be conducted consistent with this policy. All work products must be reviewed by a Town employee before use or publication.

6. PROHIBITED USES

AI shall not be used:

6.1 Confidential Information

To enter or upload:

- Personnel records.
- Taxpayer information.
- Medical information.
- Protected health information.
- Law enforcement records.
- Attorney-client communications.
- Nonpublic meeting information when minutes have been sealed.
- Passwords, credentials, or security configurations.
- Any information protected by state or federal law.

6.2 Autonomous Decisions

AI shall not be used for:

- Hiring decisions.
- Employee discipline.
- Terminations.
- Procurement awards.
- Licensing decisions.
- Permit approvals or denials.
- Assessments affecting legal rights.
- Enforcement actions.
- Any discretionary governmental decision.

Human review is mandatory.

6.3 Misrepresentation

Employees shall not:

- Present AI-generated content as verified fact without review.
 - Fabricate records.
 - Create misleading communications.
 - Use AI to impersonate individuals.
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7. HUMAN REVIEW REQUIREMENT

Any AI-generated output used for official Town purposes must be reviewed by a responsible employee prior to:

- Distribution.
- Publication.
- Public release.
- Presentation to a board or committee.
- Inclusion in official records.

The employee remains responsible for the accuracy and legality of the final work product.

8. CYBERSECURITY AND PRIVACY

Only Town-approved AI systems may be used for Town business. All such systems shall ensure that such tools shall be designed to operate securely without using data to train public models.

The Town Administrator may consult with technical staff, vendors, or legal counsel before authorizing new AI systems.

AI tools must:

- Utilize adequate security controls.
- Comply with vendor contractual requirements.
- Minimize data collection.
- Protect confidential information.

- Comply with Town cybersecurity standards.

No employee shall bypass Town security controls to use AI tools.

9. RIGHT-TO-KNOW COMPLIANCE

Records created, received, maintained, or retained through AI systems may constitute governmental records subject to RSA 91-A.

Employees shall:

- Retain records according to applicable retention schedules.
- Preserve drafts when otherwise required by law or policy.
- Cooperate with Right-to-Know requests.
- Avoid using AI platforms that prevent retrieval of governmental records.

The use of AI does not exempt a record from public disclosure requirements.

10. TRANSPARENCY

When AI substantially contributes to a final report, publication, recommendation, policy draft, or public-facing document, it can be assumed that AI assistance was used. The Town may note that on the document, but absence of notification does not imply AI assistance was not used.

Examples include:

- Policy development.
- Research summaries.
- Public educational materials.
- Meeting minutes.
- Administrative reports.

The Town Administrator may establish additional disclosure standards.

11. PROCUREMENT AND VENDOR REVIEW

Before acquiring AI-enabled software, the Town shall evaluate:

- Privacy protections.
- Data ownership.
- Security controls.
- Audit capabilities.
- Public records implications.
- Contractual terms.
- Vendor reputation and support.

Contracts should clearly identify:

- Ownership of Town data.
 - Data retention practices.
 - Security obligations.
 - Breach notification requirements.
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12. AUTHORIZATION AND TRAINING

Employees authorized by the IT Manager or Town Administrator to use AI systems shall receive training on this policy and should seek training regarding:

- Appropriate use.
 - Data privacy.
 - Cybersecurity.
 - Accuracy verification.
 - Bias awareness.
 - Public records obligations.
 - Other applicable areas as technology advances.
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13. GOVERNANCE

Board of Selectmen

The Board of Selectmen shall:

- Adopt and amend this policy.
- Provide policy-level oversight.

Town Administrator

The Town Administrator shall:

- Administer this policy.
- Approve or prohibit AI systems.
- Develop implementation procedures where appropriate.
- Coordinate training.
- Review compliance concerns.
- Provide regular recommendations regarding policy updates.

Department Heads

Department Heads shall:

- Ensure compliance.
- Report concerns.
- Monitor use within their departments.

14. REPORTING CONCERNS

Employees shall promptly report:

- Suspected data exposure.
- Inaccurate AI outputs affecting Town business.
- Unauthorized AI use.
- Security incidents.
- Potential legal compliance concerns.

Reports shall be made to the Town Administrator.

15. POLICY VIOLATIONS

Failure to comply with this policy may result in:

- Revocation of AI access.
- Corrective action.
- Disciplinary action consistent with applicable personnel policies.
- Referral to law enforcement when required.

16. POLICY REVIEW

This policy shall be reviewed regularly by the Town Administrator and updated as necessary to address changes in technology, law, cybersecurity risks, and municipal operations.

Approved by the Lyndeborough Board of Selectmen

Chair Robert Howe, Board of Selectmen:

Date:

8/5/2026

Selectman Howard Ray:

Date:

8/5/26

Selectman Shane Meltzer:

Date:

08-05-26

