



M365 Copilot and M365 Copilot Chat (Web) Acceptable Use Policy

(February 2026 – v1.3)

NHS.net Connect: M365 Copilot and M365 Copilot Chat (Web) Acceptable Use Policy

Overview



This Acceptable Use Policy lays out guidelines for users to adhere to as they interact with M365 Copilot and M365 Copilot Chat (free web version available to all users). Where references are made to 'Copilot' below, the statement applies to both M365 Copilot and M365 Copilot Chat (Web). This policy is complementary to the service-wide guidelines found on the NHS.net Connect Support site.

Note: Please refer to and ensure you are compliant with your organisation's policies and guidelines which always supersede this best practice.

Acceptable Use

- **Use Copilot for work purposes with your NHS.net Connect account:** When accessing Copilot, ensure you use corporate or managed devices that are signed into your NHS.net Connect account to ensure Copilot use is fully secured by enterprise level protections.
- **User accountability:** Users are accountable and responsible for their use of Copilot. All users must therefore be aware of the risk that content / output generated by Copilot may be inaccurate and the user is responsible for verifying its accuracy.
- **Use of Copilot for clinical administration:** Copilot is provided for use across NHS.net and the rules relating to your use of NHS.net Connect also apply to your use of Copilot, such as the rules relating to the use of sensitive information. Copilot can be used for all administrative and business support purposes, including those involving sensitive information, such as Clinical Administration activities with sensitive information.
- **Copilot cannot be used for clinical decision-making:** Copilot must not be used to make clinical decisions or in relation to any activity requiring clinical judgement.
- **Importance of classifying and labelling confidential and sensitive information:** M365 Copilot can access all information you have permission to view within your NHS.net Connect account, except for documents which have been classified and labelled as 'Official Sensitive'. It is therefore important that you ensure your documents are classified and labelled in accordance with your organisation's data classification requirements.
- **Ensuring you only have permission to access necessary files and documents:** As M365 Copilot can access all information which you have

permission to view, it is important to ensure that you **only** have access to data and files necessary for your role.

- **Transparency:** Label all Copilot-generated content (e.g. with a sentence, icon or watermark) and include a disclaimer notifying the recipients that the content requires human review before use as it may be inaccurate, unreliable or offensive.
- **Meeting recording and transcription:** When enabling M365 Copilot in a Microsoft Teams meeting, it is good practice to inform participants (verbally or via the meeting chat) and allow them to opt out if needed. Transparency builds trust and avoids misunderstandings that could upset colleagues inside or outside the organisation.

Data Privacy and Confidentiality

- **Data stored:** Acknowledge M365 Copilot and M365 Copilot Chat (Web) will store your interactions to improve its performance and refine your experience. While Copilot uses information that you have access to in order to suggest content for your use, this information is not shared with Microsoft and remains within the NHS.net Connect Shared Tenant.
- **Scope of Data Processing:** The roll-out of M365 Copilot does not make any changes to existing UK GDPR roles and responsibility arrangements to NHS.net Connect organisations, within the Microsoft tenant. NHS England and each organisation implementing M365 Copilot are Joint Data Controllers for their respective roles:
 - NHS England are the Data Controller for service configuration and provision.
 - Each organisation on the tenancy are Data Controller for the data they enter into NHS.net Connect.
 - Accenture is Data Processor acting upon instruction from NHS England and Microsoft are Sub-Data Processor.

Training and escalation

Please review the [M365 Copilot guidance on the support site](#) and [Viva Learning](#) to understand how to use M365 Copilot effectively.