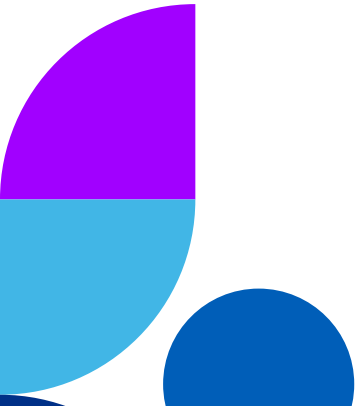




M365 Copilot and M365 Copilot Chat (Web) Acceptable Use Policy

(July 2025 – v1.1)



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

Overview

This Acceptable Use Policy lays out best practice and 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 in the [NHS.net Connect Acceptable Use Policy](#).

Note: Please refer to and ensure you are compliant with your organisation's policies and guidelines.

Please review the policy below before accessing M365 Copilot and M365 Copilot Chat (Web).

Acceptable Use

- **Use Copilot for work purposes with your NHS.net Connect account:** When accessing M365 Copilot and M365 Copilot Chat (Web), please use corporate or managed devices that are signed into your NHS.net Connect account to ensure Copilot use is secured by enterprise level protections.
- **Do not use M365 Copilot or M365 Copilot Chat (Web) in clinical scenarios:** M365 Copilot and M365 Copilot Chat (Web) are provided strictly for administrative and business support purposes. They must not be used for any clinical activity, including informing or supporting clinical decision-making, direct patient care, or any activity requiring clinical judgement. Users must not request, generate, or act upon Copilot outputs in any clinical context.
- **Always label confidential and sensitive information as Official Sensitive:** M365 Copilot can access all information you have permission to view within your files and conversations except that which is labelled as 'Official Sensitive'. The content of Copilot's responses is based on this accessible information, therefore it is important to ensure that you **only** have access to data and files necessary for your role, and always label confidential and sensitive information as Official Sensitive.
- **Do not input sensitive details into Copilot:** Sensitive information sent in prompts to M365 Copilot and M365 Copilot Chat (Web) may result in them

appearing in the generated Copilot responses, which could increase the risk of data breaches and potential legal consequences. Sensitive details include Personally Identifiable Information (PII), Protected Health Information (PHI), corporate investigations or legal matters, HR-related process or procedures.

- **Do not use M365 Copilot during meetings with sensitive topics:** Examples of sensitive topics include those involving someone's sensitive personal information, protected health information (PHI), corporate investigations or legal matters, HR-related process or procedures. Additionally, Teams Premium users should use the 'Official Sensitive' Teams meeting template to prevent Copilot from being able to access the meeting transcript after the meeting. These measures help minimise the risk of private details captured by M365 Copilot being accidentally or intentionally exposed.
- **Ethical use:** Do not send Copilot prompts about illegal matters, requesting edits or images of others, or asking for outputs that are 'based on' or 'in the style' of a specific author or third party. This helps to ensure compliance with legal and ethical guidelines.
- **Risk acknowledgement:** Be aware of the risks of misuse, including data breaches and inaccurate results through reviewing the relevant guidance and training material available on the support site.
- **Permissions for data use:** Ensure you have the rights to use the data generated by M365 Copilot and M365 Copilot Chat (Web). For example, copyrighted material may be returned in a generated response.

Appropriate use of generated content

- **Accuracy and bias:** To avoid sharing inaccurate, inappropriate or misleading content generated by Copilot, review all outputs for inaccuracies, bias, confidential information or offensive content. Ask Copilot to cite the source, review the generated content and discard or revise any problematic statements.
- **Purposeful work:** It is advised that you use Copilot-generated content only for work-related purposes. Additionally, do not use any output relating to a person for any purpose which could have a legal or material impact on the individual.
- **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 Teams meeting, it's 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.

[For more information on M365 Copilot Data Protection Impact Assessment, follow this link](#)

Training and escalation

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

If Copilot accesses data that you should not have access to or you believe it is being used in an inappropriate manner, immediately contact the helpdesk and inform them of the situation.