PROMPT WORKS STUDIO

Chaos to calm, built to be yours.

Hartley Lane Kitchen

AI use policy

Prepared for the Owner

Chad Maxwell · Prompt Works Studio · Toowoomba

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> **A made-up example.** Hartley Lane Kitchen and its people aren't real. The software, its terms and the rules in it are real, as read on the dates shown.

PROMPT WORKS STUDIO

Part 1: How this policy was built

This is your final policy, after our call on Thursday 5 November. Part 1 records what I found, what you decided and why, so when the Owner reviews it next October, the reasons behind each rule are here. Your cafe had a Workflow Audit with me first, so the policy draws on that too. Part 2 is the policy your team signs.

It was written with AI (Claude) and checked by me. It isn't legal advice, or food safety or industrial relations advice.

What went into it

Step	When	What it gave the policy
Workflow Audit, a full day at the cafe	Wednesday 21 October	The five jobs that take the most time, the AI already in use, and the fix-now list
Staff survey, anonymous, six of the seven staff besides the Owner answered	Tuesday 27 October to Monday 2 November, five working days	Which tools your team uses, what goes into them, and what they'd like help with
Interview with the Owner and the Cafe Manager, about an hour	Tuesday 3 November	How each job runs, who checks what, and your choices on the hard questions
Draft, then our 30-minute call	Wednesday 4 November, Thursday 5 November	Your decisions below, and one round of changes
Each tool's terms read on the maker's own pages	Before the call, and again on Sunday 8 November for this copy	Which tools can take customer details (the appendix)

What I found, and what the policy does about it

What I found	What the policy does	Section
Review replies, specials posts and, on one occasion, the dietary notes for a catering menu were written in a free ChatGPT on a personal phone. A catering client's email with their phone number went in too	Personal accounts are out. Catering quotes move to Claude on the cafe's Team plan, and posts and review replies to Gemini in your Google Workspace plan	4, 6
The dietary notes for one menu came from a chatbot. The Head Cook's allergen list wasn't used	An allergy or dietary answer only ever comes from the Head Cook's current list, given by a person	5, 8, 17
Card numbers taken over the phone were written on the order sheet	Card numbers never go into AI, and aren't written down. They go straight into Square	7
The monthly catering menu goes to everyone who's ever ordered, with no record of consent and no unsubscribe	The list is rebuilt from people who ticked a box, each tick recorded, and every email has an unsubscribe	17
No policy, no one named for AI, and no list of tools	The Owner is responsible, the Cafe Manager is the AI lead and keeps the AI register	3, 4

What I found	What the policy does	Section
One food safety supervisor who works five days of the seven you trade, and some functions run on their days off	The Cafe Manager is named the second food safety supervisor, and the council was told on Wednesday 4 November	17
Part-timers' hours and availability agreed but not in writing	Written down before any AI-built roster is checked against them	5, 17

What your team said

Six of the seven staff besides the Owner answered the survey. With six or more, the Owner saw the answers as written, with no names on them.

They add up to this. Two of the six had used a free AI tool for cafe work, for review replies or the specials post. None knew Gemini was in your Google plan. Five wanted help with replies and posts, and four asked whether they could use AI to answer a customer's allergy question. That's why section 8 says no, in those words, and why section 7 lists what can and can't go in.

Your decisions

You made these on our call. Where you went a different way from my recommendation, the reason's recorded.

Question	My recommendation, and why	What you decided
Who answers an allergy or dietary question	The Head Cook, from the current allergen list. A chatbot can't know what's in today's dish	As recommended
Customer details in Claude	Yes, on the Team plan, for catering quotes only. Anthropic's page says it doesn't train on business content by default	As recommended
Who gets a Claude seat	One seat each for the Owner and the Cafe Manager. Team plans start at two	As recommended
The roster	The Cafe Manager builds it in Deputy with its AI help, and checks every shift against the award before posting	As recommended
New starters' paperwork	Checklist only, no AI. At two starters a quarter there's too little time to save, and tax file and bank details stay out	As recommended
Replies to reviews	Gemini drafts, and the Owner reads and posts every one themselves	**Changed:** the Cafe Manager can also post replies to 4 and 5 star reviews from Gemini's drafts when the Owner's away, because the reviews pile up on the Owner's days off. Anything under 4 stars, or about illness, waits for the Owner
Where AI work is recorded	One shared sheet for every job	**Changed:** a line in the notes of the Square estimate for quotes, where the Owner already records everything about a quote. Roster, posts and replies go on the shared sheet

Question	My recommendation, and why	What you decided
Customers who say no to AI	A "No AI" mark on their Square record, so everyone else's details can go in after they've had the new terms. Asking every customer to say yes first would hold up quotes in busy season, and you're most likely outside the Privacy Act	As recommended
Breaking the policy, and owning up	Handled like any other breach of your rules. Owning up isn't punished, so people tell you early	As recommended

Rules for your field

- **The Privacy Act.** Your turnover is $3 million or less, you have no gaming machines, you don't sell or swap your customer list and you aren't part of a bigger company. So you're most likely outside the Act, and your policy follows the OAIC's AI guidance (21 October 2024, updated 17 January 2025) as good practice. Staff records are mostly exempt, but a breach involving tax file numbers comes under the national scheme whatever your size. Sections 7 and 15.
- **From 10 December 2026,** a business the Act covers that uses personal information in automated decisions that could reasonably be expected to significantly affect someone's rights or interests has to say so in its privacy policy. You're most likely not covered, so it most likely doesn't reach you. Section 15.
- **The Fair Work Commission.** You have staff, so section 14 covers its rule on AI in case documents, in force since 20 October 2026.
- **The Restaurant Industry Award 2020.** Rosters have to follow it, whoever or whatever drafts them. Sections 5 and 17.
- **Food safety.** The Food Standards Code on allergens, Standard 3.2.2A on trained handlers and records, and Queensland's rules on supervisors and off-site catering. Sections 8 and 17.
- **ACMA's Spam Act.** Consent, a record of it, your contact details and an unsubscribe for menu emails. Section 17.
- **Reviews.** The ACCC says no fake or misleading reviews. Google doesn't allow rewards for reviews at all. Section 17.
- **Card details.** The PCI standard covers any business that handles cards. Section 7.
- **Hospitality bodies.** I found no AI guidance from Restaurant & Catering Australia or the Queensland Hospitality Association, so nothing here rests on them.

What's not in it, and why

- **AI agents** that send, book or pay on their own. You don't use any, so the register says they aren't approved.
- **AI note-takers** and phone assistants. Nobody records calls or takes table bookings, so they're not approved.
- **Copyright** in AI-made pictures. Canva's AI isn't approved, and posts are written by your team from Gemini's drafts.

If any of that changes, my emails at 3, 6 and 12 months cover it. I can also make changes at a yearly review for $350 inc GST.

Part 2: The policy

AI use policy, Hartley Lane Kitchen

Policy owner	Owner
AI lead	Cafe Manager
Version	1.0
Adopted	Friday 6 November 2026
Next review	October 2027
Current copy	The Policies folder in our Google Drive, and a printed copy on the office noticeboard. A printed copy may be out of date, so check the version first
Goes with	Our food safety program, our catering terms, and our privacy notice on the website

This policy was drafted with AI (Claude) by Prompt Works Studio, then checked and approved by Chad Maxwell. Hartley Lane Kitchen has read it, changed it to fit and adopted it as its own. It isn't legal advice.

1. Why we have this policy

We serve about 1,400 transactions a week in the cafe and cater for about 60 clients a year, from office platters to staffed functions of 20 to 120. Most of the admin lands on two people after close. We use AI to take some of it off them, like catering quotes, the roster and the week's posts. This policy sets out how we use it and what stays with people.

2. Who it covers, and what counts as AI

It covers everyone who works for us, full-time, part-time or casual, on any device used for our work, including your own phone. It also covers anyone we bring in to help, like an IT provider. They don't use AI on our customers' or staff details unless it's a tool on our register, used the way the register allows, and the Owner has said yes in writing.

AI means any tool that writes, sums up, suggests or decides things for us. That includes chatbots like Claude, ChatGPT and Gemini, and the AI inside software we already use: Gemini in Google Workspace, Deputy's AI, Square's contract clause writer, Canva's AI features, AI in Meta Business Suite and Google Business Profile, and Xero's JAX. It doesn't include spreadsheet formulas, Square's estimates and deposit invoices, or Xero's payroll reports.

3. Who's in charge

- **The Cafe Manager is our AI lead.** They keep the AI register in section 4, show new staff how to use our tools, answer questions, and are who you tell when something goes wrong.
- **The Owner is responsible** for everything that leaves the cafe, to a customer or online, however it was made, and signs off this policy.
- **Each month the Owner looks at three Square estimates, the roster for the week and ten review replies,** to check AI work was recorded and checked as this policy says.
- **No new tool or new use goes on the register in November and December.** That's when end-of-year functions double the quotes. A request in that time waits for January. The first register was approved with this policy on 6 November, so this rule starts after it.

4. Our AI register

We only use the tools on this list, on the cafe's own accounts, for the jobs listed. A tool goes on the list only after the AI lead has read its terms and they say our data won't be used to train it, and the Owner has agreed. Want a new tool, or a new use for one on the list? Ask the AI lead.

The register can change between reviews. Every change goes on the review record, and the AI lead tells the team before anyone uses it.

Tool	Account	Approved for	Customer or staff details?	Approved
Claude	The cafe's Team plan, two seats: the Owner and the Cafe Manager	Catering quotes: the questions back to an enquiry, working out a quote from our price list and menus (staff hours and hire included), and the follow-up, deposit reminder and final-numbers emails	Yes: the customer's name, company, event date, venue, numbers, service style, budget, and the kinds of dietary need they've told us (for example "two vegan, one gluten free"). Never phone numbers, card details, or a guest's name with their allergy. The Owner or the Cafe Manager starts every run	6 November 2026, by the Owner
Gemini, in Google Workspace	Our Google Workspace Business Starter licences, the Owner's and the Cafe Manager's	The week's specials and what's-on posts from our specials list, and drafts of replies to Google and Facebook reviews	A reviewer's name and what they wrote, which is public. Nothing else	6 November 2026, by the Owner
Deputy's AI features, which Deputy says help build rosters faster	Our Deputy Core account, with the Owner and the Cafe Manager the only people who use the AI features	The Cafe Manager building the weekly roster in Deputy with its AI help from staff availability, and asking Deputy questions about the roster	Staff names, availability, shifts and hours. Never the reason someone can't work, pay details, tax file numbers or bank details	6 November 2026, by the Owner

Not approved:

- Any personal or free AI account, including the free ChatGPT, the free Claude and the Gemini app on a personal Google account. ChatGPT's page says it "may use your content to train our models" (appendix).
- Square's AI contract clause writer. Square says only that it's "powered by a third-party partner", and nothing about training. Use the cafe's own contract template.
- Canva's AI features. Canva says your settings control whether your data improves its AI, and doesn't say what the default is for a free account. Canva stays for pictures, with no AI features and no customer details.
- AI features in Meta Business Suite and Google Business Profile, including AI-written review replies. We couldn't find either maker saying whether our content trains its AI.
- Xero's JAX and any other AI inside Xero. Xero's payroll holds tax file numbers and bank details, and no job needs it.
- AI note-takers, or anything that records or transcribes calls or meetings.
- AI agents, receptionists or booking bots that send, book, pay or answer customers without a person each time.
- AI to write job ads or sort job applicants.
- Any tool that would make, or help make, a decision that could significantly affect a person (section 15).

What each tool's terms say about training is in the appendix.

5. How AI is used in our work

Every job has a person who checks the AI's work before it's used. Some steps stay with people for good (section 8).

Job	Where AI helps	Who checks, and against what
Catering quotes	The reply asking for date, venue, numbers, service style, budget and dietary needs, drafted in Claude	The Owner reads it before it goes
Catering quotes	The menu, per-head price, staff hours and hire, worked out in Claude from our price list	The Owner checks every line against the price list and the award rates before it goes into a Square estimate
Catering quotes	Follow-up, deposit reminder and final-numbers emails, drafted in Claude	The Owner or the Cafe Manager reads each before it's sent. Square sends the deposit invoice
Catering quotes	Any allergy or dietary question, the kitchen run sheet and the food safety records on the day	**No AI.** The Head Cook answers from the allergen list and writes the run sheet (section 8)
The weekly roster	The Cafe Manager builds it in Deputy, with its AI help, from availability and the usual week	The Cafe Manager checks it against the award and the catering bookings, then posts it. Changes and talks with staff about their regular roster stay with the Cafe Manager
Team onboarding	Nothing. The new-starter pack and checklist are plain documents	The Cafe Manager does it. The Head Cook walks new starters through the allergen list
Social media	The week's specials and what's-on posts, drafted in Gemini from the specials list	The Owner reads and posts each one

Job	Where AI helps	Who checks, and against what
Reviews	Replies to Google and Facebook reviews, drafted in Gemini	The Owner reads and posts each one. When the Owner's away the Cafe Manager can post replies to 4 and 5 star reviews. Anything under 4 stars, or about illness or an allergic reaction, waits for the Owner, and the illness ones are never AI (section 8)
The weekly pay run	Nothing	The Owner, as now

Right and wrong, in our work

Right. On a Tuesday a school asks for morning tea for 45. The Owner pastes the enquiry into Claude on our Team plan, leaving out the phone number, and asks for the questions back: date, venue, drop-off or staffed, dietary needs. The school replies "two vegan, one gluten free". The Owner works the per-head price from our sheet, has Claude lay out the quote, checks every line, builds the Square estimate and adds a note: "Email drafted in Claude, prices checked by the Owner."

Wrong. A quote request says one guest has a severe nut allergy and asks whether the satay is safe. A casual on the counter types the question into the free ChatGPT on their phone to help. That's two things the policy rules out: a personal account, and an allergy answer from AI. What to do instead: tell the Owner, who gives it to the Head Cook. The Head Cook answers from the current allergen list, and the Owner sends the answer.

Wrong. It's 9 pm on a Saturday and a one-star review says "got sick after the chicken wrap". Someone pastes it into a free AI app to write a sorry-sounding reply. A review about illness never gets an AI reply, and a free app isn't on the register. What to do instead: leave it, and tell the Owner, who talks to the Head Cook before anything's posted. If it was already pasted in, tell the AI lead. You won't be in trouble.

6. Personal accounts

Don't use a personal AI account for our work, on your phone or anywhere else. That includes the free version of a tool we pay for at work. If you've got customer or staff details in one now, tell the AI lead. You won't be in trouble (section 16).

7. What goes in, and what never does

- Our own price list, menus, templates, the specials list, public information and general questions can go into any tool on the register.
- Customer details go in only where the register allows it, and only what the job needs. Leave out anything else.
- **Never put in:** card numbers, tax file numbers, bank or super details, health information (a guest's allergy with their name, why a staff member is away or sick), anything about a customer's complaint of illness, or anything a customer has asked us to keep out.
- **Card numbers:** never into AI and never on paper. Key a phone payment straight into Square, or send a Square invoice link. The card industry's PCI standard covers any business that handles cards.
- **Staff details:** Deputy gets names, availability, shifts and hours. Tax file numbers, bank and super details stay in Xero and out of every AI tool.
- **Customers who've said no:** their details don't go into any AI tool. The Owner marks their Square customer record "No AI" (section 11).
- If something goes in by mistake, tell the AI lead the same day.

8. What we never use AI for

- **Answering an allergy or dietary question.** The answer comes from the Head Cook's current allergen list, given by a person who knows what's in the food today.
- **The kitchen run sheet and the food safety records.** Temperatures, cleaning, the dietary meals on each catering run and the supervisor's checks stay with the Head Cook and the team.
- **A review or complaint about illness or an allergic reaction.** The Owner handles it, and talks to the Head Cook first.
- **Pay and penalty rates, and the pay run.** The award decides, and the Owner checks every pay run.
- **Tax file numbers, bank and super details, and card numbers.**
- **Changes to someone's regular roster, and the talk about them.** The award says talk to the person first and consider their views. That's the Cafe Manager's conversation.
- **Checking a rule.** AI can write a rule that looks real and isn't. Check the source.
- **Anything meant to mislead,** including a review that isn't from a real customer.

9. Checking AI work

- The person who checks must know the work well enough to spot a mistake. Section 5 says who.
- Check names, numbers, prices and dates against the source: our price list, the Square estimate, the award or the specials list. AI can make things up that look right.
- Don't use AI to answer a question you couldn't check yourself. If you're not sure an answer's right, don't use it. Ask.

10. Training

- Before anyone uses a tool on the register, the AI lead shows them how, what it's approved for, and this policy, and they sign the sign-off page. That's only the Owner and the Cafe Manager for now. Everyone else signs to say they've read it and know what stays out of AI.
- New and casual staff get this policy in their first-week pack, and the AI lead goes through section 8 with them before their first shift.
- The first training ran at adoption, on Friday 6 November. Every October after that, before the end-of-year rush, the whole team goes over this policy again, at a staff meeting of half an hour, along with any change to the register.
- The AI lead keeps a list of who's been shown what, and when.

11. Telling our customers

- Our catering terms, the contract template in Square, say we use AI to help draft quotes and emails, that a person checks all of it, that allergy answers come from our kitchen, and that a customer who'd rather we didn't use AI with their details can say so. Our adviser worded the clause. It's in every new quote from Monday 9 November 2026. Existing clients get it with their next quote, and until they have and 7 days have passed without a no, their details stay out of AI and their quote is written by hand.
- Our privacy notice on the website says we use AI tools and which kinds of information go into them, as the OAIC's AI guidance suggests. Our adviser worded that line too.
- A customer who says no gets "No AI" on their Square customer record. Everyone else's details can go in as section 4 allows, after they've had the notice.
- If a customer asks how AI was used on their quote, we tell them.

12. Keeping a record

When AI helps with a quote, add a line to the notes of the Square estimate: the tool, what it did, and who checked it. For the roster, posts and review replies, add a row to the AI sheet in the Policies folder: the date, the tool, the job and who checked. It takes a line, and it's how the Owner's monthly look in section 3 works.

13. Fake voices and messages

AI can copy a voice, a face or a supplier's email. Before we pay a supplier's changed bank details, pay a new invoice that looks off, change where a refund goes, or give anyone access to our Square, Xero or Deputy, we call back on a number we already have. That goes even when the request seems to come from the Owner, or from a customer or supplier we know well.

14. Fair Work Commission documents

If AI helps write anything for a Fair Work Commission case, such as an unfair dismissal reply, the document says AI was used and how, and a person checks it and says they have. Using AI only for spelling, grammar or layout doesn't count. A witness statement is in the witness's own words. Other people's personal details and confidential case information don't go into AI for it at all. The Commission counts paid Claude, Copilot and Gemini as public AI, so that covers our tools too.

15. Privacy and data breaches

- Our turnover is $3 million or less, we have no gaming machines, we don't sell or swap our customer list and no bigger company is behind us. So we're most likely outside the Privacy Act, and we follow it and the OAIC's AI guidance as our standard anyway. Staff records are mostly exempt, but a breach involving tax file numbers comes under the national data breach scheme whatever our size.
- If personal information goes somewhere it shouldn't, through AI or anything else, tell the AI lead the same day. The AI lead and the Owner act straight away to contain it.
- The Owner then works out, within 30 days, whether it's likely to cause someone serious harm. For a breach of tax file numbers, if it is and we can't stop that harm, we tell the people affected and the OAIC.
- From 10 December 2026 a business the Privacy Act covers must say in its privacy policy if it uses personal information in automated decisions that could reasonably be expected to significantly affect someone's rights or interests. We're most likely not covered, so it most likely doesn't reach us. If we're ever covered, we look at this again, Deputy's roster tool included.

16. When something goes wrong

- Tell the AI lead the same day if customer or staff information went somewhere it shouldn't, AI work went out with a mistake in it, or a tool did something unexpected.
- If a tool is down, we carry on by hand: the Owner prices from the sheet, the Cafe Manager builds the roster in the Google Sheet, posts and replies are written by hand.
- Breaking this policy is handled like any other breach of our rules. Owning up to a mistake, or to AI you've already been using, won't get you in trouble. We'd rather know.

17. Our duties as a food business

- **Allergens.** Allergen information is displayed or given when a customer asks, from the Head Cook's list, which is updated when a recipe or supplier changes. AI never writes it or answers from it.
- **Food safety supervisors.** The Head Cook and the Cafe Manager are our supervisors, so one is reasonably available on the Head Cook's days off. The council is told within 14 days of any change.
- **Training and records.** Anyone handling high-risk food is trained, or has the skills, first. Food safety records are kept at least 3 months, and staff fill them in, not AI.
- **Off-site catering.** Serving high-risk food at a client's venue is covered by our accredited food safety program. Platters dropped off on order are delivery.
- **Alcohol.** We hold no liquor licence, so the client looks after the drinks. If we ever serve alcohol at a function, we check with the liquor regulator first.
- **Rosters.** A roster built with AI still has to follow the Restaurant Industry Award. For full-time and part-time staff, not casuals: posted where they can see it, changes by agreement or with 7 days' notice, a talk before changing a regular roster, a 10-hour break, and part-timers only inside their agreed availability, which is in writing. Casuals get at least 2 hours a shift. The person who posts it answers for it.
- **Menu emails.** The monthly catering menu only goes to people who ticked to say yes, with a record of when and how. Every email says it's from us, gives our address and phone number, and has a working unsubscribe, which we act on. An order isn't consent to a newsletter.
- **Reviews.** We never write or buy a review that isn't from a real customer, and we offer nothing for one. Staff and family who review us say who they are.

18. Reviewing this policy

The Owner reviews this policy each October, before the end-of-year rush, and sooner if we take on a new tool, something goes wrong, or the law or the guidance changes. Every review goes on the review record, even when nothing changes. When the policy changes, everyone signs a fresh sign-off page.

Review record

Fill in a row at every review, and whenever the policy or the AI register changes. The AI lead keeps this page with the policy.

Date	What was reviewed or changed	Why	Reviewed by	Team signed again?
6 November 2026	First adopted	Written after the Workflow Audit and the policy interview	Owner	Yes, all eight

Sign-off

Everyone who works for us signs this page: the team on the day the policy's adopted, and anyone who joins after that, before their first shift (section 10). When the policy changes, everyone signs again on a fresh page. The AI lead keeps the signed pages.

Version signed: 1.0, adopted 6 November 2026.

By signing, I confirm I've read this policy, I've been shown any tool I'm approved to use, and I'll follow it.

Role	Name	Signature	Date
Owner			
Cafe Manager			
Head Cook			
Cook			
Kitchen Hand			
Front of house and barista			
Front of house and barista			
Front of house and barista			

Appendix: what each tool's terms say about training

Read on each maker's own pages before the register was approved, and again on Sunday 8 November 2026 for this copy. Before approving Claude, Gemini and Deputy's AI, the AI lead also read each one's contract terms.

Tool	What the maker says	Where, and when read
Claude, Team plan	"By default, we will not use your inputs or outputs from our commercial products", unless someone sends feedback. Team price page: "No model training on your content by default"	privacy.claude.com, page dated 18 August 2026; claude.com/pricing, 8 November 2026
Gemini, in Google Workspace	"Workspace does not use customer data for training models without customer's prior permission"	Google Workspace privacy hub, page updated 6 October 2026, read 8 November 2026
Deputy's AI features	"Your data is never used to train AI models"	deputy.com/ai, 8 November 2026. Its Australian product terms (updated 2 July 2026) say the same of customer data processed by AI features
ChatGPT, free version (not approved)	"we may use your content to train our models"	help.openai.com, 8 November 2026
Claude, free, Pro and Max (not approved)	Chats are used if "You choose to allow us to use your chats", if flagged, or on feedback. It's each person's setting, which the cafe can't see	privacy.claude.com, page dated 16 March 2026, read 8 November 2026
Gemini app, personal account (not approved)	"Keep Activity is on by default" for people 18 or over	support.google.com/gemini, 8 November 2026
Square, AI contract clauses (not approved)	The feature is "powered by a third-party partner". The page says nothing about training	squareup.com/help/au, 8 November 2026. No statement found, so it stays off the register
Canva's AI features (not approved)	"Your Privacy Settings allow you to control whether your data can improve AI-powered features." No default is stated for free accounts	canva.com/trust/privacy, 8 November 2026. No default found, so it stays off the register
Xero, including JAX (not approved)	Xero's terms: "we may create anonymised statistical data from your data". JAX's page: "this data isn't used to train the LLMs". Not approved because payroll holds tax file numbers and no job needs it	xero.com/au, terms and JAX page, 8 November 2026
Meta Business Suite and Google Business Profile, AI features (not approved)	No statement found. Meta's AI privacy page couldn't be opened on 8 November 2026. Google Business Profile's AI wasn't looked up on 8 November	Meta, 8 November 2026. Google, last looked on 31 October 2026, nothing found. They stay off the register