PROMPT WORKS STUDIO

Chaos to calm, built to be yours.

Holberton Street Building

AI use policy

Prepared for the Owner

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November 2026

> **A made-up example.** Holberton Street Building 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 Friday 6 November. Part 1 records what I found, what you decided and why, so when the Owner reviews it next January, the reasons behind each rule are here. Your firm 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 building or safety advice.

What went into it

Step	When	What it gave the policy
Workflow Audit, half a day at your office and on site	Tuesday 27 October	The four jobs I looked at, the AI already in use, and the fix-now list
Staff survey, anonymous, all five answered	Wednesday 28 October to Tuesday 3 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 Office Manager, about an hour	Wednesday 4 November	How each job runs, who checks what, and your choices on the hard questions
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)
Draft, then our 30-minute call	Thursday 5 November, Friday 6 November	Your decisions below, and one round of changes

What I found, and what the policy does about it

What I found	What the policy does	Section
The free ChatGPT on a personal phone was turning site notes into quote scopes and wording variation texts, with customers' names, addresses and photos of the inside of their homes going in	Personal accounts are out. Scopes and variation write-ups move to Claude on the firm's Team plan, and the photo rules are written down	4, 6, 7
Subbies' claims come in by email to the Office Manager, email to the Owner and text, and nothing tracks the payment schedule deadline. Miss it and you can owe the whole amount, face a fine and risk your licence	One claims inbox and list stay. Claude can work out dates, but the Office Manager counts every one on the calendar. The Owner alone decides what's paid and sends the schedule	5, 8, 17
About 3 variations a week, most agreed by text on site and written up later, two last month after the work was done	A signed variation before the work starts, every time. Claude can draft it, but the Owner's signature and the homeowner's written okay come first	5, 17
Blu in Buildxact and JAX in Xero are built in and not used yet, and Xero can also read a subbie's bill with AI	JAX is approved, since Xero says JAX doesn't train on your data. Blu and Xero's bill reading aren't, since I couldn't find a statement either way	4
Photos of the inside of customers' homes were going into a free tool, and access, alarm and key safe codes belong in your job system	The codes never go into any AI tool, and photos are limited to the work area	7
Nobody was named for AI and there was no list of tools	The Office Manager is the AI lead and keeps the AI register	3, 4

What I found	What the policy does	Section
Your turnover is about $2.4 million, so you're probably outside the Privacy Act. Customers haven't been told AI is used	Your adviser confirmed it. You follow the Act's habits anyway, and every quote letter says AI helps with the paperwork	11, 15
The quote rush hits after Easter and before Christmas, and the Owner writes quotes at night	Training and review sit in January, and nothing new goes on the register in the rush	3, 10

What your team said

All five answered the survey. With five or fewer, you get my summary and not their answers, so nobody can be picked out.

Two of the five use AI now, both on a free chatbot on a personal phone. Three never have. Everyone was keen, nobody had been shown how to use it safely, and some asked whether they can photograph a job to show the office. That's why section 7 says what a photo can show, and why the carpenters' training in section 10 is short and about photos and codes.

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
What never goes into AI	Access, alarm and key safe codes, ID, bank details, tax file numbers, logins, and anything a customer asks to keep out. Codes and ID do real harm if they get out	As recommended
What AI is never used for	Your price, a variation's price, what a subbie is paid, checking the work's done, a licensed person's sign-off and safety documents. Those are yours to decide	As recommended
Photos in Claude	Photos of the work area only (framing, a deck, a wet area before tiling), under a job number, since the scope is written from them	As recommended, with the rules in section 7: no people, mail, paperwork or alarm panels in them
Claims inbox connected to Claude	Connect the claims inbox through Microsoft 365, so claims are logged the day they land	**Changed:** connectors stay off. The Office Manager pastes in the claim details, without bank details, because they want to read every claim anyway and the inbox also catches subbies' bank details
The payment schedule	Claude drafts it from the Owner's reasons	**Changed:** the Owner types their own list of reasons first, and Claude only sets them out. The law wants every reason stated, and the reasons are the Owner's
Xero's reading of subbies' bills	Not approved. Xero's terms don't say whether your data trains its AI	As recommended. Claims stay on the list and in the diary
Buildxact's Blu	Not approved. I couldn't find a training statement, and the price stays the Owner's	As recommended
Who gets a Claude seat	The Owner and the Office Manager, which is also Team's minimum of two	As recommended. Carpenters don't use AI for work

Question	My recommendation, and why	What you decided
Where AI work is recorded	A line on the job in Buildxact, where the job already lives	As recommended
Breaking the policy, and owning up	Handled like any other breach of your rules, and owning up isn't punished, so people tell you early	As recommended

Rules for your field

- **Queensland Building and Construction Commission Act 1991, schedule 1B.** A written contract over $3,300, variations agreed in writing before the work, and progress claims that match the work done. AI changes none of that. Sections 5 and 17.
- **Building Industry Fairness (Security of Payment) Act 2017.** A payment schedule within 15 business days or sooner if the subcontract says, a fine of up to 100 penalty units, and an invoice can count as a claim. Business days skip weekends, public holidays, 22 to 24 and 27 to 31 December and 2 to 10 January. Sections 5, 8 and 17.
- **QBCC, Master Builders Queensland and HIA on AI.** I found no AI guidance from any of them on 8 November, so the policy rests on the general rules above and on the National AI Centre's guidance: someone accountable, a policy and a register that includes AI built into other software. Sections 3 and 4.
- **The Privacy Act.** Your turnover is $3 million or less, and none of the OAIC's twelve cases that bring one in fits you, so the Act doesn't cover you. Section 15 says what you do anyway. The privacy policy duty on automated decisions from 10 December 2026 (APP 1.7, which the OAIC guides on) is for businesses the Act covers, and none of your approved tools makes or helps make a decision that could significantly affect a person.
- **The statutory tort for serious invasions of privacy,** from 10 June 2025. It reaches businesses the Act doesn't, which is why home photos and codes get their own rules. Section 7.
- **The Fair Work Commission.** You have staff, so section 14 covers its rule on AI in case documents, in force since 20 October 2026.

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** on site meetings or calls. Nobody records them, and customers on their own sites haven't agreed to it, so they aren't approved either.
- **Copyright** in AI-made work. You don't use AI for marketing or drawings.

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, Holberton Street Building

Policy owner	Owner
AI lead	Office Manager
Version	1.0
Adopted	Friday 6 November 2026
Next review	January 2027
Current copy	The firm's shared Policies folder in Microsoft 365, with a printed copy in the site office. A printed copy may be out of date, so check the version first
Goes with	Our building contract and quote letter terms, and our subcontract

This policy was drafted with AI (Claude) by Prompt Works Studio, then checked and approved by Chad Maxwell. Holberton Street Building 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 build bathrooms, kitchens, decks and extensions for about 40 jobs a year, with five of us and about 15 regular subbies. We use AI to take some paperwork off the Owner's nights, like quote scopes and variation write-ups, so we've got more time for the work only we can do. This policy sets out how we use it so our paperwork is right and our customers' homes and details are looked after.

2. Who it covers, and what counts as AI

It covers everyone who works for us or with us, on any device used for our work, including your own phone.

It also covers anyone we bring in to help, like our IT support. They don't use AI on our customers' information unless it's a tool on our register, used the way the register allows, and the Owner has said yes in writing. Subbies are their own businesses, but if they work from our job files they follow sections 6 and 7.

AI means any tool that writes, sums up, suggests or decides things for us. That includes chatbots like Claude, and the AI inside software we already use: Blu in Buildxact, JAX and the bill reading in Xero, and Copilot in Microsoft 365. It doesn't include a spreadsheet formula, Xero's automatic reminders (they run on timing the Office Manager sets), or a Buildxact quote letter template.

3. Who's in charge

- **The Office 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 firm, however it was made, and signs off this policy.
- **Each month the Owner looks at three jobs** to check AI work was noted and checked as this policy says.
- **Nothing new goes on the register in the quote rush,** after Easter and before Christmas. A request then waits for the January review.

4. Our AI register

We only use the tools on this list, on the firm'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 without the policy being adopted again. Every change goes on the review record, and the AI lead tells the team before anyone uses the change.

Tool	Account	Approved for	Customer details?	Approved
Claude	The firm's Team plan, two seats: the Owner and the Office Manager. Connectors off. The Owner has switched off "Rate chats", so nobody can send thumbs up or down feedback	Quote scopes, inclusions and exclusions from site notes, requests for subbies' prices, quote follow-ups, variation write-ups and the email asking for the written okay, working out claim dates, setting out a payment schedule from the Owner's reasons, and drafting progress claims	Quote scopes: job number only, no names or addresses. Variations, claims and progress claims: the customer's or subbie's name and the job address where the document needs them. Never what section 7 rules out	6 November 2026, by the Owner
Xero's JAX	Our Xero subscription, the Office Manager only	Drafting a progress invoice from the contract stages and agreed variations, and questions about data already in Xero	Only what's already in Xero. We never let it send anything	6 November 2026, by the Owner

Not approved:

- Blu in Buildxact (Recipe Assistant, Estimate Generator and the rest). I couldn't find any Buildxact statement about training on customer data (appendix), and the price is the Owner's. Quotes are built by hand in Buildxact.
- Xero's reading of forwarded bills into drafts. Xero's terms don't say whether our data trains it (appendix). Claims go on the list and in the diary.
- Microsoft 365 Copilot. No job needs it.
- Any personal or free AI account, including the free ChatGPT. Its terms let it train on what goes in (appendix).
- AI note-takers, or anything that records or transcribes site meetings or calls.
- AI agents that send, book, pay or change things without a person each time.
- AI tools that write safety documents, or that price, measure or take off from plans.
- Any tool that would make, or help make, a decision about a person.

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
Quotes after a site visit	The scope of works, inclusions and exclusions, drafted in Claude by the Owner from typed or dictated site notes and photos of the work, under a job number	The Owner reads every line against what they saw on site. Prices, margin, prime cost items and provisional sums stay the Owner's, in Buildxact
Quotes after a site visit	Requests to subbies for their prices, and the follow-up a week after the quote goes, drafted in Claude	The Office Manager reads each and sends it
Variations	The variation written up with what changes, the date it was asked, any delay, the new price and when it's paid, and the email asking for the homeowner's written okay, drafted in Claude from the Owner's notes	The Office Manager checks it against the contract and the Owner's price, and the Owner signs every one. The work waits for the homeowner's written okay
Subbies' progress claims	The Office Manager pastes each claim's details, without bank details, into Claude to log it and work out the last day for a schedule	The Office Manager counts every date on the calendar against the claim and the subcontract, and puts it in the shared diary
Subbies' progress claims	The payment schedule, set out in Claude from the Owner's own list of reasons	The Owner checks the amount and every reason, signs it and sends it
Invoices to homeowners	The progress claim when a stage is reached, drafted in Claude or JAX from the contract stages and the agreed variations	The Office Manager checks it against the stages and variations, and the Owner signs off each one

Right and wrong, in our work

Right. It's Thursday night in the quote rush. The Owner has typed their notes from a bathroom job and has three photos of the bare wall frames and the floor, with no people and nothing on the bench. The Owner asks Claude for the scope under job number 2611, with no name or address, reads every line against what they remember, fixes the exclusions, pastes it into the Buildxact quote letter, prices it themselves, and notes the job: "Scope drafted in Claude, checked by the Owner."

Wrong. A carpenter on a kitchen job wants the office to know about a rotten bearer, so they send a photo to a free chatbot on their own phone to help write the message. The photo has the family's fridge, the mail on the bench and the alarm panel in it. That breaks four rules: a personal account, a photo of someone's home, mail, and an alarm panel. What to do instead: ring or text the Office Manager with the problem, take a photo of the bearer only, and tell the AI lead if anything went in.

Wrong. It's 18 December, a subbie's invoice arrives, and the Office Manager asks Claude for the last day for the schedule. Claude says Friday 5 February and the Office Manager puts it in the diary without counting. The real date is Friday 29 January 2027, a week earlier, and a schedule that's late means the full claim is owed. Business days skip weekends, public holidays, 22 to 24 and 27 to 31 December and 2 to 10 January, and Claude can get that wrong. What to do instead: count each day on the calendar against the subcontract, and put the earlier date in the diary if the two don't agree.

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. If you've got customer details, photos or codes 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 templates, 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.
- **Photos.** Only the work area: framing, a deck, a wet area before tiling, a crack. No people, no mail or paperwork, no alarm panels, safes or keys, and nothing of the rest of the house. Only the Owner puts photos into Claude.
- **Never put in:** access codes, alarm codes or key safe numbers, ID documents or driver's licences, bank details of customers or subbies, tax file numbers, passwords and logins, or anything a customer has asked us to keep out. They stay in the job system, out of any AI tool.
- **Customers on jobs already under way:** their names and addresses stay out of Claude until the AI line has gone out with their next progress claim (section 11). We write their variations and claims by hand until then.
- **Customers who say no:** their names and addresses stay out of every AI tool. We write their variations and claims by hand from our templates. The job note says "No AI".
- If something goes in by mistake, tell the AI lead the same day.

8. What we never use AI for

- **Our price.** The takeoff, the margin, prime cost items and provisional sums are the Owner's judgement, and the Owner's name is on the contract.
- **Agreeing a variation's price** with the homeowner. It's a conversation.
- **Deciding what to pay a subbie, and keeping the deadline.** The Owner decides and sends.
- **Checking work's been done** before a claim is paid. Someone on site does it.
- **Any sign-off a licensed person gives,** like plumbing, gas or electrical work. It's theirs under their licence.
- **Safety documents,** like a safe work method statement. A person who knows the site writes it, with the people doing the work.
- **Advice on structure or building rules.** It comes from the Owner or an engineer.
- **Anything meant to mislead anyone.**

9. Checking AI work

- The person who checks must know the work well enough to spot a mistake. Section 5 says who.
- Check names, figures, dates and quantities against the source: the site, the contract, the claim or the Xero record. AI can make things up that look right.
- Dates are counted on the calendar, never taken from AI.
- 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.
- The carpenters have a 20-minute toolbox talk on three things: no personal AI accounts, what a photo can show, and never any codes. They sign the sign-off page too.
- Every January, before the year's quoting starts, the whole team goes over this policy again, 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 quote letter terms tell customers that we use AI to help with paperwork, that photos of the work area may go into it under a job number, that a person checks everything before it goes out, and that they can ask us not to. Our adviser worded the line. The Office Manager adds it to the quote letter template in Buildxact. It's on every new quote from Monday 9 November 2026, and customers on jobs already under way get it with their next progress claim.
- A customer who says no gets "No AI" on their job note, and section 7 applies.
- If a customer asks how AI was used on their job, we tell them.
- Codes never go into AI, so there's nothing to tell homeowners about them.

12. Keeping a record

When AI helps with a job's paperwork, add a line to the job in Buildxact: the tool, what it did, and who checked it. It takes a line. If a customer or the QBCC ever asks how a document was made, the answer's on the job.

13. Fake voices and messages

AI can copy a voice or a face. Before we pay anything, change a subbie's or supplier's bank details, or give anyone access to our systems, we call back on a number we already have on file. That goes even when the message seems to come from a subbie we've used for years, or from the Owner.

14. Fair Work Commission documents

If AI helps write anything for a Fair Work Commission case, 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 as public AI, so that covers our tool.

15. Privacy and data breaches

- The Privacy Act doesn't cover us. Our turnover is $3 million or less, and none of the OAIC's twelve cases that bring a small business in fits us. Our adviser confirmed this on Thursday 5

November 2026. The Owner checks last year's turnover against the $3 million line at each January review.

- We act as if it did. 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. If it is, we tell the people affected.
- The law on serious invasions of privacy covers us whatever our size, which is why photos of the inside of a home and codes get their own rules.
- Before any tool would make, or help make, a decision about a person, we ask our adviser whether it needs a line in a privacy policy. None does now.

16. When something goes wrong

- Tell the AI lead the same day if customer 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 as we did before.
- 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 licensed builder

- **Contracts and variations.** A written contract for work over $3,300, and every variation agreed in writing by the homeowner before the work starts, as the QBCC Act says. A drafted variation is a draft until the Owner signs it and the homeowner agrees.
- **Progress claims** match the work done and are in proportion to its value. AI drafts, the Office Manager checks against the stages, and the Owner signs.
- **Payment schedules.** A claim from a subbie, even a plain invoice, can be a payment claim. If we won't pay it all by the due date, we give a payment schedule within 15 business days, or sooner if the subcontract says, with the amount and every reason for paying less. Missing it can mean paying the whole amount, a fine of up to 100 penalty units, and action on our licence. The Owner decides and sends it, not AI.
- **Claims under our own contracts with homeowners who live in the home** are left out of that Act. On an investor's or landlord's job, our invoices can be payment claims.
- **Business days** skip weekends, public holidays, 22 to 24 and 27 to 31 December and 2 to 10 January, so a claim in December has a later deadline than the calendar suggests. Counted by a person.
- **No AI guidance:** we couldn't find any from the QBCC or the building bodies, so the QBCC's rules above and this policy are what we follow. Our licence is on every document we send, so the Owner reads them all.

18. Reviewing this policy

The Owner reviews this policy each January, before the year's quoting starts, and sooner if we take on a new tool, something goes wrong, or the law 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 five

Sign-off

Everyone who works for us signs this page: the team on the day the policy's adopted, and anyone who joins later, before they use any AI tool for our work (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 the tools I'm approved to use, and I'll follow it.

Role	Name	Signature	Date
Owner			
Office Manager			
Carpenter			
Carpenter			
Carpenter			

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 and JAX, 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" to train its models. The page's example is Claude for Work, and it says feedback sent with thumbs up or down can be used, so the Owner has switched rating off	privacy.claude.com, "Is my data used for model training?", dated 18 August 2026, read 8 November 2026. Rating: support.claude.com, "Manage user feedback settings on Team and Enterprise plans", 16 March 2026, read 8 November 2026
Xero's JAX	"No, JAX chat doesn't use your data to train the LLMs it uses."	xero.com/au/ai-in-accounting/jax/, 8 November 2026
Xero, terms of use (bill reading, not approved)	Xero "may create anonymised statistical data from your data" and use it for its own purposes, such as improving services. No Xero page read says whether your data trains its AI. The terms were updated on 26 October 2026 and apply to existing customers from 28 December 2026	xero.com/au/legal/terms/, clause 23, 8 November 2026
Blu, in Buildxact (not approved)	Nothing found on AI or training. Its terms and conditions page doesn't mention AI, and its privacy policy page showed no policy text when opened. A search found no statement either	buildxact.com/au, terms and conditions and privacy policy pages, 8 November 2026
Microsoft 365 Copilot (not approved)	"Your data isn't used to train foundation models." Not approved because no job needs it	learn.microsoft.com, enterprise data protection page (page dated 29 May 2026), 8 November 2026
ChatGPT, free version (not approved)	"we may use your content to train our models" for individual plans, unless you opt out	help.openai.com, "How your data is used to improve model performance", from a search result, 8 November 2026. The page itself couldn't be opened (403). Also read on 10 October 2026