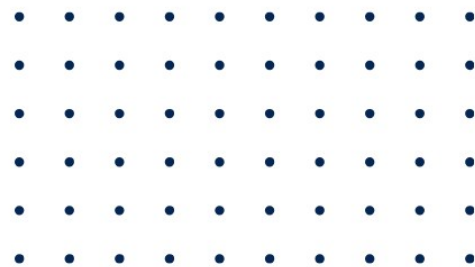




UNIVERSITÀ  
DEGLI STUDI  
DI BERGAMO

Task Force AI



# HANDBOOK

## Responsible Use of Artificial Intelligence in Universities





## HANDBOOK

### Informed Use of Artificial Intelligence at the University

**(for teaching staff, technical and administrative staff, PhD students, and research fellows)**

## 1. Introduction

Generative artificial intelligence is a tool that supports writing, analysis, summarization, and problem-solving activities. From this perspective, ChatGPT may be used as an operational aid in carrying out certain administrative, documentary, and organizational activities, provided that it is used with awareness, critical judgment, and a sense of responsibility. This handbook is intended for internal University users who use ChatGPT as part of their institutional activities. Its purpose is to provide general guidance to promote the correct, cautious, and controlled use of the tool, drawing attention to the main issues related to the protection of personal data, the confidentiality of information, the verification of outputs, and user responsibility. ChatGPT must not be regarded as a substitute for human activity, nor as a tool capable of making autonomous decisions. Its use must remain subject to user control, and the user retains full responsibility for the information entered, the requests made, and any subsequent use of the generated content. Particular caution is required when personal data, confidential information, administrative documents that have not yet been made public, or economic, fiscal, evaluative, contractual, or strategic data are involved. In such cases, the user must assess in advance whether entering the information is necessary, proportionate, and consistent with the intended purpose, applying data minimization, anonymization, pseudonymization, or simulation techniques wherever possible. This handbook does not constitute a binding operational procedure, but rather a guidance and support tool. The instructions contained in the document must be applied with due regard to the specific case, the nature of the information being processed, and the level of risk associated with the use of the tool.



## 2. Purpose of the Document

This handbook is intended to support internal University users in their use of ChatGPT by providing standards of conduct and operational guidance for the informed, controlled, and responsible use of the tool. The document aims to clarify that ChatGPT may be used to support content processing, review, analysis, and organization activities, but it cannot replace the user's evaluative role or make autonomous decisions. The use of the tool must therefore always remain subject to human oversight. The handbook also aims to draw attention to the main risks associated with the use of generative artificial intelligence, with particular reference to the protection of personal data, the confidentiality of information, the possible presence of bias, the accuracy of outputs, and the need to verify all content produced by the system. The guidance contained in the document is intended to promote proportionate use of the tool, consistent with the intended purpose and respectful of the principles of data minimization and pseudonymization. Users must enter into ChatGPT only the information that is strictly necessary, avoiding the upload of complete documents, personal data, confidential data, or information that has not yet been made public when such information is not essential. Finally, the handbook aims to provide practical examples of correct and incorrect use of the tool with reference to certain recurring administrative activities. These examples are provided solely for illustrative purposes and do not constitute binding operational procedures. Every use of ChatGPT must be assessed by the user in relation to the specific case, the nature of the data processed, and the level of risk associated with the activity carried out.



### 3. Scope of Application

This handbook applies to the use of ChatGPT by internal University users in the context of institutional, administrative, documentary, organizational, and operational support activities. The guidance contained in the document concerns the use of the tool for activities such as, by way of example, drafting or revising texts, summarizing content, supporting document analysis, preparing outlines, checking the formal structure of official documents, developing prompts, and analyzing already structured data. The scope of application includes, in particular, the uses described in the use cases set out in the handbook, including support for the design of internal applications, the analysis of tender documentation, the drafting and updating of document templates, the review of minutes of evaluation committees, the drafting of final documents for selection procedures, the extraction of information from institutional agreements and conventions, and the analysis of data relating to agreements and conventions. The handbook applies whenever the user intends to enter into the tool information, data, texts, drafts, documents, tables, or descriptions of activities attributable to the University. In such cases, the user must assess in advance the content of the information to be entered, checking for the presence of personal data, confidential data, documents that have not yet been made public, or economic, fiscal, contractual, evaluative, or strategic information. Personal uses unrelated to institutional activities, as well as any unauthorized, improper, or otherwise inconsistent use of the tool with the principles and precautions set out herein, fall outside the scope of this document. The handbook does not comprehensively regulate all possible ways of using ChatGPT. It provides general criteria and minimum operational guidance, which the user is required to apply with caution and proportionality, considering the nature of the activity carried out, the type of data processed, and the possible impact on individuals or the Administration.



## 4. What ChatGPT Is and What It Can Do

ChatGPT is a generative artificial intelligence system designed to interact in natural language and to support writing, analysis, and problem-solving activities. In the context of university activities, ChatGPT may be used as an operational support tool. It can help users organize information, rephrase texts, prepare outlines, identify elements to be checked, summarize content, suggest document structures, or support the preliminary analysis of data and documents. Its use must, however, remain limited to an auxiliary function. ChatGPT does not replace the user's work, make decisions, validate documents or procedures, or guarantee the accuracy, completeness, or currency of the information it generates. Any content produced by the tool must be regarded as a working proposal, not as a final result. Before using the output in documents, official acts, communications, procedures, or administrative activities, the user must carefully verify its content, correct any errors, remove inappropriate wording, and ensure that it is consistent with the intended purpose. ChatGPT can therefore facilitate the performance of certain activities, but it cannot replace human oversight, professional judgment, or user responsibility. The user always remains in control of the process and is responsible for the information entered into the tool and for the subsequent use of the results produced.



## 5. University Disclaimer and Limitation of Liability

This handbook is intended exclusively to provide information, guidance, and support for the informed use of ChatGPT. The instructions contained in the document do not constitute binding operational procedures and do not replace the assessments that the user is required to carry out in relation to the specific case, the nature of the data processed, the relevant administrative context, and the level of risk associated with the activity performed. ChatGPT must be used exclusively as a support tool. The outputs generated by the system have no decision-making, investigative, certifying, or validating value. Any content produced must be reviewed, verified, and, where necessary, modified by the user before being used in official acts, documents, communications, procedures, or activities of the Administration. The user remains responsible for verifying in advance the lawfulness, relevance, necessity, and proportionality of the information entered into prompts. The user is also responsible for checking the accuracy, completeness, currency, and adequacy of the results produced by ChatGPT. The tool must therefore be used in accordance with the principles of human-centeredness, human oversight, transparency, proportionate risk management, non-discrimination, attention to bias, protection of personal data, minimization, pseudonymization, and user responsibility.

## **6. Guiding principles for using ChatGPT**

The use of ChatGPT should be guided by a number of principles that provide the general framework for the correct, cautious, and responsible use of the tool. These principles should be taken into account before entering any information into the system and during the subsequent verification of the outputs produced.

### **6.1 Human-Centeredness**

ChatGPT is to be used as operational support at the service of the user. The tool may facilitate certain activities, but it does not replace the person, nor can it take autonomous decisions. The user retains control of the activity and must evaluate whether, how and to what extent to use the result produced by the system. The person remains the center of the process and retains responsibility for the choices made.

### **6.2 Human Oversight**

Every piece of content generated by ChatGPT must be subject to human scrutiny. The user must not automatically rely on the output produced, but must verify its correctness, consistency, completeness and suitability with respect to the purpose pursued. Human control is necessary at every stage: in the formulation of the prompt, in the selection of the data to be entered, in the reading of the result and in the possible use of the output in administrative, documentary or organizational activities.

### **6.3 Transparency**

L'utilizzo di ChatGPT deve essere chiaro, dichiarabile e comprensibile. L'utente deve essere in grado di ricostruire il modo in cui lo strumento è stato impiegato e di distinguere l'apporto dell'intelligenza artificiale dalla propria valutazione professionale. La trasparenza assume particolare rilievo quando il risultato generato dallo strumento viene utilizzato per predisporre bozze, schemi, analisi, sintesi o testi destinati a essere inseriti in documenti dell'Amministrazione.



## 6.4 Proportionate Risk Management

The use of ChatGPT involves varying levels of risk depending on the type of activity carried out, the nature of the data entered, and the potential impact on individuals or the Administration. Purely editorial or general support use will usually involve a lower level of risk than use in activities connected with evaluative, decision-making, selection, accounting, contractual, or administrative procedures. The greater the impact of the activity on individuals or the institution, the greater the level of caution required. The user must therefore assess in advance the risks associated with using the tool, limit the information entered, and maintain constant oversight of the process.

## 6.5 Non-Discrimination and Attention to Bias

ChatGPT may generate inaccurate, distorted, stereotypical, or discriminatory content. For this reason, the user must review the outputs critically and correct any misleading, discriminatory, inappropriate, or unfair wording. Attention to bias is especially important when the tool is used to produce texts, analyses, or summaries that may affect the representation of individuals, groups, professional categories, candidates, students, economic operators, or other parties involved in University activities.

## 6.6 Protection of Personal Data

The protection of personal data is a central consideration in the use of ChatGPT. Before entering any information into the tool, the user must check whether it contains personal data or elements that could make a natural person identifiable. Particular caution is required with names, tax identification numbers, student or employee identification numbers, contact details, email addresses, signatures, economic, fiscal, banking, or evaluative data, and information relating to candidates, students, workers, suppliers, company representatives, or institutional contacts. Personal data should not be entered unless strictly necessary. Where the activity can be carried out using anonymous, simulated, aggregated, or pseudonymized data, the user should prefer those methods.



## 6.7 Personal Data Minimization

The principle of minimization requires that only information strictly necessary for the intended purpose be entered into ChatGPT. The user should not upload complete documents or tables containing data that exceed what is required for the request. Before using the tool, only the essential information should be selected, while irrelevant elements such as personal details, identification numbers, tax identification numbers, contact details, email addresses, bank details, signatures, or other identifiers should be removed. Minimization should also be applied when working with files, tables, draft official documents, minutes, accounting documents, tender documentation, agreements, or institutional arrangements.

## 6.8 Pseudonymization of Personal Data

Where it is not possible to work with fully anonymous or simulated data, the user should consider pseudonymizing the information. Pseudonymization consists of replacing direct identifiers with codes, letters, or neutral labels. For example, names may be replaced with labels such as "Candidate A," "Student 1," "Economic Operator X," "Contact Person 1," or other codes that cannot be directly linked to the individual. Pseudonymization reduces the risk of identification, but does not necessarily eliminate all risk. It must therefore be accompanied by the removal of any other elements that could, even indirectly, enable the person to be reidentified.

## 6.9 User Responsibility

The user is responsible for the use of ChatGPT. This responsibility concerns both the information entered into the tool and the subsequent use of the outputs generated. ChatGPT is not an autonomous entity and cannot be considered responsible for the final content. Any output generated by the system remains the responsibility of the person who uses, modifies, presents, or incorporates it into an activity of the Administration. The user must therefore use the tool cautiously, always verify the results, and ensure that the use of ChatGPT is consistent with the principles set out in this handbook.



## 7. General Rules of Use

The use of ChatGPT must follow general rules of caution, proportionality, and oversight. Before using the tool, the user must clearly identify the purpose of the request and determine which information is genuinely necessary to achieve it. In general, ChatGPT may be used to obtain support in drafting generic texts, rephrasing content, preparing outlines, identifying elements to be checked, summarizing non-confidential information, or developing operational frameworks. Particular caution must instead be exercised when the use of the tool involves administrative documents, personal data, information that has not yet been made public, tender documents, selection procedures, or economic, fiscal, contractual, or strategic data.

Users should not enter complete documents into ChatGPT when the same objective can be achieved through a concise description, an outline, a template without real data, or a specially reformulated text. The full upload of official documents, minutes, invoices, agreements, bids, rankings, tables, or administrative drafts should be avoided when those documents contain personal data, confidential information, or elements that are not necessary for the request.

Before formulating a prompt, the user must check whether the text or document contains directly or indirectly identifying data. Where not essential, names, surnames, tax identification numbers, student or employee identification numbers, contact details, email addresses, signatures, bank details, fiscal data, amounts attributable to specific individuals, individual scores, personal assessments, and internal references to procedures that have not yet been made public must be removed or redacted.

Whenever possible, the user should prefer anonymous, simulated, aggregated, or pseudonymized data. The request should be formulated in a way that seeks methodological, structural, or editorial support without transferring information to the tool that exceeds what is required for the intended purpose.

Users should avoid asking ChatGPT to make decisions, reach a final assessment of a position, determine whether a procedure is correct, identify the preferred individual or entity, validate an official document, or replace an administrative review. The tool



may identify elements to be checked, suggest structures, highlight possible issues, or propose verification questions, but the final assessment always remains the responsibility of the user.

Every output must be reviewed before use. The user must verify that the content is accurate, consistent, complete, non-discriminatory, non-misleading, and appropriate to the context. Any errors, omissions, improper wording, or irrelevant references must be removed or corrected.

The use of ChatGPT must be explainable and capable of being documented. The user must be able to describe the role played by the tool in the work process and must avoid any opaque, automatic, or unsupervised use.



## 8. Protection of Personal Data When Using ChatGPT

The protection of personal data is one of the main areas requiring attention when using ChatGPT. Before entering any information into the tool, the user must check whether the text, document, table, or description contains data that can be linked, directly or indirectly, to natural persons. In this operational context, personal data means any information that makes it possible to identify a person or that can be linked to a specific individual. Data that must be handled with particular caution include, for example, first and last names, tax identification numbers, student or employee identification numbers, email addresses, telephone numbers, addresses, signatures, economic data, fiscal data, bank details, scores, individual assessments, and data relating to candidates, students, workers, suppliers, professionals, consultants, or institutional contacts. Users should avoid entering personal data when the intended purpose can be achieved through anonymous, generic, simulated, aggregated, or pseudonymized information. The use of ChatGPT must not involve transferring to the tool data that exceed what is necessary for the request.

### 8.1 Data That Should Not Be Entered in Prompts

Unless strictly necessary and assessed in advance, prompts should not include identifying personal data, contact details, fiscal data, banking data, economic data attributable to specific individuals, individual evaluative information, administrative documents that have not yet been made public, data relating to selection procedures, or data contained in financial bids, agreements, contracts, invoices, or tender documents. In particular, users should avoid uploading complete invoices, full minutes, draft official documents containing real data, complete tender documentation, rankings that have not yet been made public, full agreements containing confidential information, or complete databases containing strategic University data. When a request concerns a document, the user should prefer a general description of the issue, a template without real data, or an extract from which identifying and confidential elements have been removed.



## 8.2 Application of the Principle of Data Minimization

The principle of minimization requires users to enter into ChatGPT only the information that is strictly necessary for the intended purpose. Before using the tool, the user should consider which data are genuinely essential to obtain the requested support. Information that is not necessary must be removed, redacted, or replaced with generic data. For example, if the objective is to analyze a table relating to courses, examinations, or academic records, information such as student identification numbers, first names, surnames, sex, personal email addresses, or University email addresses should not be retained when they are not necessary for the analysis. Only the columns relevant to the purpose should be kept, such as the course title, degree program, course status, date of completion, credits, or year of attendance, where relevant to the request. Minimization must also be applied when drafting textual prompts. For example, it is preferable to ask which elements a particular official document should contain rather than pasting an entire draft containing real data, amounts, internal references, or identifiers of the individuals involved.

## 8.3 Application of the Principle of Pseudonymization

Pseudonymization consists of replacing direct identifiers with codes or neutral labels. It reduces the risk of identifying the individuals involved while preserving an information structure that remains useful for carrying out the activity. When users need to work with content relating to natural persons, they should, where possible, replace first names, surnames, tax identification numbers, student or employee identification numbers, or other identifiers with labels such as "Student 1," "Candidate A," "Candidate B," "Contact Person 1," "Economic Operator X," or equivalent codes. For example, in the minutes of an evaluation committee, the reference "Mario Rossi – 28/30" should be replaced with wording such as "Candidate A – 28/30," limiting the request to checking the structure of the document, the presence of the required elements, and the consistency between criteria and scores. Pseudonymization must not be understood as authorization to enter any type of information. Even after names have been replaced, the user must check that no additional elements



remain that could enable reidentification, such as overly specific procedural references, roles, dates, combinations of data, or unnecessary details.

## **8.4 Use of Anonymous, Simulated, or Aggregated Data**

When the intended purpose can be achieved without using real data, users should prefer anonymous, simulated, or aggregated data. This approach is particularly appropriate for testing activities, application development, model preparation, scenario analysis, or requests for suggestions concerning the structure of official documents and other materials. Simulated data make it possible to describe the issue without exposing actual information relating to individuals, companies, procedures, or internal documents. Aggregated data may be used for general analyses, provided that they do not allow sensitive or strategic information to be reconstructed indirectly. Even when using aggregated data, users must maintain an appropriate level of caution. Queries that are too granular, datasets that are too detailed, or combinations of apparently neutral information may make it possible to reidentify individuals or expose strategic University information. In all cases, users should enter into the tool only what is necessary, verify the outputs produced, and use ChatGPT as a support tool rather than as a decision-maker.

## **9. User Responsibility and Output Verification**

The user is responsible for the use of ChatGPT within the scope of their institutional activity. The tool is not an autonomous entity, does not make decisions, does not exercise administrative functions and cannot be considered responsible for the final content produced or used by the user. ChatGPT must be regarded as an operational support tool, whose use always remains subject to the assessment, control and responsibility of the person using it. This approach is consistent with the general principles of this handbook, in particular human centrality, human oversight, transparency, proportionate risk management, personal data protection, minimization, pseudonymization and user responsibility. The source document in fact specifies that ChatGPT can facilitate work, but the user must always check what the tool produces and is responsible for the final product. User responsibility operates at two distinct



stages: the input stage, namely the selection of the information to be entered into the tool, and the output stage, namely the verification of the results generated by ChatGPT. At the input stage, the user must assess in advance whether the data, documents or information they intend to enter are necessary, relevant and proportionate to the intended purpose. It is not appropriate to transfer excessive content, complete documents, unnecessary personal data, confidential information or administrative acts that have not yet been made public into the tool when the same purpose can be achieved using generic, anonymized, pseudonymized, simulated or aggregated data. This preliminary assessment is directly linked to the principle of personal data minimization, laid down in Article 5(1)(c) of Regulation (EU) 2016/679, according to which personal data must be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed. Therefore, before using ChatGPT, the user must ask whether each item of information they intend to enter is actually indispensable. If it is not, it must be removed, redacted or replaced. The principle of accountability, laid down in Article 5(2) of Regulation (EU) 2016/679, is also relevant. According to this principle, it is not sufficient to comply formally with personal data protection rules: it is also necessary to be able to demonstrate that conduct consistent with those rules has been adopted. In the use of ChatGPT, this means that the user must be able to justify the choice to use the tool, the type of data entered, the precautions adopted and the checks carried out on the output. Article 24 of Regulation (EU) 2016/679 requires the data controller to implement appropriate technical and organizational measures to ensure and demonstrate that processing is carried out in compliance with the legislation. In the context of this handbook, this principle translates into the need to adopt prudent and controlled methods of use that are consistent with the University's internal guidance. Particular importance must also be attached to Article 25 of Regulation (EU) 2016/679, concerning data protection by design and by default. When ChatGPT is used, for example, to support the design of an application, the analysis of structured data or the preparation of document templates, the user must apply criteria of minimization, pseudonymization and limitation of the information processed from the outset. It is not appropriate to build the process by uploading real data when the testing, analysis or simulation



stage can be carried out using fictitious or cleansed data. User oversight is also relevant from the perspective of processing security, as referred to in Article 32 of Regulation (EU) 2016/679. The uncontrolled entry of personal data, fiscal data, bank details, individual assessments, information concerning selection procedures, tender documentation or agreements may create risks for the confidentiality and security of the information. The user must therefore avoid exposing unnecessary data and must adopt preventive measures such as redaction, removal of identifiers, use of replacement codes and limitation of the level of informational detail. Legislative Decree No. 196/2003, as amended by Legislative Decree No. 101/2018, must also be considered as the national reference framework for personal data protection. The use of ChatGPT by internal users must therefore take place in accordance with the European and national legal framework, as well as with the instructions and precautions referred to in this handbook. From a civil law perspective, improper use of ChatGPT may be relevant where it causes harm to third parties, the Administration or the data subjects concerned by the processing of information. In general terms, Article 2043 of the Italian Civil Code provides for the obligation to compensate for unjust damage caused intentionally or negligently. It follows that the negligent entry of personal data, confidential information or non-public documents, as well as the unverified use of incorrect outputs, may potentially contribute to the production of compensable damage where the statutory conditions are met. Article 1218 of the Italian Civil Code, concerning liability for non-performance of obligations, is also relevant insofar as use of the tool forms part of the performance of professional, organizational or functional duties. The user is required to act diligently, prudently and carefully, avoiding automatic reliance on a system that may produce inaccurate, incomplete or outdated content. Article 1176 of the Italian Civil Code may also be relevant, as it requires obligations to be performed with the diligence of a reasonable person and, in the exercise of a professional activity, with regard to the nature of the activity carried out. In the use of ChatGPT, this standard translates into the need to check the data entered, limit the information to the minimum necessary, verify the outputs and not use the system as a substitute for human assessment. From a criminal law perspective, improper use of ChatGPT may be relevant where it involves the unlawful disclosure,



unauthorized communication or improper use of confidential information, personal data or acts not intended for external disclosure. From this perspective, reference must be made, in general terms, to the provisions of the Italian Criminal Code protecting secrecy, confidentiality, public trust and the proper exercise of functions. In particular, Article 326 of the Italian Criminal Code, concerning the disclosure and use of official secrets, may be relevant where information known by reason of one's office is unlawfully disclosed or used. This risk must be considered especially when the user enters into the tool administrative documents that have not yet been made public, information concerning selection procedures, tender documentation, accounting acts, agreements, institutional arrangements or strategic University data. Article 616 of the Italian Criminal Code, concerning the violation, removal and suppression of correspondence, may also be relevant where use of the tool involves the processing or dissemination of communications, messages or content not intended to be freely accessible. The upload of emails, internal communications or documentary exchanges containing confidential information must therefore be avoided, unless unnecessary and confidential elements have first been removed. The possible relevance of Article 167 of Legislative Decree No. 196/2003, which governs unlawful processing of personal data in the cases provided for by the provision, also remains unaffected. Entering personal data into ChatGPT, where this takes place without the necessary precautions and in breach of the principles of lawfulness, fairness, minimization, confidentiality and security, may expose the user to legal consequences where the elements required by the applicable legislation are present. Possible issues connected with document falsification must also be considered where content generated or modified through ChatGPT is inserted into administrative acts without adequate verification and ends up altering, inaccurately representing or falsely certifying relevant circumstances. In this area, where the statutory conditions are met, the provisions of the Italian Criminal Code concerning falsity in documents may be relevant, including Articles 476 et seq. of the Criminal Code, as well as Article 479 of the Criminal Code concerning ideological falsity committed by a public official in public documents. These legal references do not imply that every error in the use of



ChatGPT automatically gives rise to civil, criminal, administrative or disciplinary liability. They do, however, show that use of the tool must be marked by particular caution, especially where it concerns personal data, confidential information, administrative proceedings, tender documentation, minutes, rankings, accounting acts, agreements, institutional arrangements or strategic data. User responsibility is not limited to personal data protection. It also concerns administrative correctness, the confidentiality of information and the reliability of the content produced. ChatGPT may generate inaccurate, incomplete, outdated or apparently plausible but incorrect responses. These phenomena, commonly referred to as “hallucinations,” require particularly rigorous human oversight, especially where the output concerns administrative acts, selection procedures, tender documentation, invoices, agreements, institutional arrangements, rankings, minutes or strategic University data. Output generated by ChatGPT must never be used automatically. It must be treated as a draft, a proposal, an outline or an aid to reflection. Before inserting it into an act, a communication, an administrative document or a procedure, the user must verify its substantive accuracy, consistency with the context, completeness, absence of errors, absence of unnecessary data and appropriateness of the language. In particular, the user must check that the output does not contain discriminatory, stereotypical, misleading wording or wording inconsistent with the principles of fairness and inclusion. This check is necessary because generative artificial intelligence may reproduce bias or generate content that is unsuitable for the institutional context. Human oversight must therefore concern not only the technical accuracy of the content, but also its communicative, administrative and organizational impact. Regulation (EU) 2024/1689 on artificial intelligence promotes a risk-based approach and the need to maintain adequate human oversight of artificial intelligence systems, especially where their use may affect individuals, procedures or decisions. Even when ChatGPT is used as a general support tool, the user must avoid any form of automatic reliance on the system and must retain the ability to assess the result produced critically. The principle of human oversight assumes particular importance in cases where use of the tool concerns activities that may potentially affect specific individuals. Consider, for example, the review of minutes of evaluation committees, the drafting of final



acts in selection procedures, the analysis of tender documentation or the examination of data relating to institutional agreements and arrangements. In such cases, ChatGPT may be used only as methodological, editorial or organizational support, but cannot replace the investigation, assessment or decision of the Administration. It is therefore prohibited to assign the tool a decision-making role. The user must not ask ChatGPT to decide which bid should be preferred, which candidate should receive a positive assessment, which ranking should be approved, which supplier should be selected, which agreement should be maintained or which administrative determination should be adopted. The tool may help identify elements to be checked, propose a structure, suggest formal checks or highlight possible critical issues, but the decision always remains human and is administratively attributable to the competent office. User responsibility also includes transparency regarding the use of the tool. The user must be able to explain whether and how ChatGPT was used, what request was made, what data were entered and what checks were performed on the result. Use of the tool must not be opaque, untraceable or such as to prevent reconstruction of the human contribution. When the output is used for internal activities, the user must ensure that the content has actually been verified and adapted to the context. Where, on the other hand, the content is intended to be incorporated into acts, communications or documents of the Administration, the review must be even more rigorous, because an error generated or left uncorrected may affect administrative activity, the image of the institution, the confidentiality of information or the rights of the individuals involved. The user must also avoid entering into the tool internal documents or information that have not yet been made public, unless confidential and unnecessary information has first been removed. This aspect is particularly relevant for draft acts, minutes, rankings, bids, accounting documents, agreements, institutional arrangements and strategic data. The confidentiality of administrative information must be protected even where it does not constitute personal data in the strict sense. In summary, user responsibility is divided into a number of fundamental operational obligations: selecting only the necessary data; removing or redacting personal data and confidential information; using, where possible, anonymous, simulated, aggregated or pseudonymized data; formulating prompts consistent with the



intended purpose; avoiding requests that assign decision-making functions to the tool; always verifying the output; correcting errors, omissions and inappropriate wording; manually validating every item of information before use. ChatGPT may therefore be used as an aid, but not as an autonomous source of truth or as a substitute for administrative activity. The user remains responsible for the entire process: from the choice to use the tool, to the selection of the data entered, through to the verification and possible use of the result produced. The use of ChatGPT must be guided by transparency. This means that use of the tool must be clear, understandable and, where necessary, capable of being disclosed. The user must be able to reconstruct how ChatGPT was used, for what purpose, with which data and to what extent it affected the final result. Transparency does not concern only the possible external communication of the use of the tool. It is also relevant internally, because it makes it possible to distinguish the activity carried out by the user from the contribution provided by artificial intelligence. In this way, it is possible to maintain control over the work process, avoid unverified automation and ensure that the final result is genuinely attributable to human assessment. When ChatGPT is used to prepare drafts, outlines, summaries, reformulations, document templates or preliminary analyses, the user must be able to explain what role the tool played. For example, the user must be able to clarify whether ChatGPT was used to improve the language of a text, identify elements to be checked, propose a structure, summarize content or generate an initial draft to be subjected to review. Transparency is particularly relevant when the generated output is used in administrative, documentary or institutional activities. In such cases, the user must prevent text produced by ChatGPT from being adopted without review or presented as an autonomous result of the tool. The content must always be verified, adapted and validated by the user before any use. The use of ChatGPT must not make the process of forming a document, an assessment or an investigative activity opaque. The tool may contribute to the preparation of supporting materials, but it must not prevent understanding which assessments were carried out by the user and which elements were actually verified. In practical terms, the user must maintain a traceable and reconstructable approach. The user must be able to indicate the purpose of the request, the type of information entered,



the precautions adopted to avoid exposure of personal or confidential data, as well as the checks performed on the output. This is particularly important where use of the tool concerns administrative acts, selection procedures, tender documentation, agreements, institutional arrangements, structured data or strategic information. Transparency is also linked to the principle of user responsibility. If the user decides to use content generated by ChatGPT, they must be able to demonstrate that they did not merely accept the output automatically, but critically reviewed it and adapted it to the context. Artificial intelligence must remain an auxiliary tool, not an unverified source of administrative content. Therefore, every use of ChatGPT must be managed in such a way as to make the role of the tool clear, preserve human responsibility and ensure the possibility of verifying the path followed. Transparency is an essential condition for the correct, prudent and responsible use of generative artificial intelligence. The use of ChatGPT involves varying levels of risk depending on the intended purpose, the type of data entered, the relevant administrative context and the possible impact on individuals or the University. Risk management must therefore be proportionate: purely editorial or general support activities generally present a lower level of risk than activities connected with evaluative, decision-making, accounting, contractual or selection procedures. Before using the tool, the user must assess whether the activity may affect the rights, interests, expectations or positions of specific individuals. The greater the potential impact on individuals, the greater the level of caution required. The use of ChatGPT to review a generic draft, for example, is less risky than its use within a selection procedure, a tender process, an individual assessment or a payment procedure. A first risk concerns personal data protection. The entry of identifying data, fiscal data, bank details, contact details, scores, assessments, signatures, tax identification numbers, student or employee identification numbers or other elements attributable to natural persons may result in a loss of control over the information. To reduce this risk, the user must apply the principles of minimization and pseudonymization, using real data only where strictly necessary and preferring, where possible, anonymous, simulated or aggregated data. A second risk concerns the confidentiality of administrative information. Even where personal data are not present, internal documents, acts that have not yet been made public,



drafts, bids, agreements, institutional arrangements, rankings, minutes, economic data or strategic information may require particular protection. The user must avoid uploading complete documents or confidential information when the request can be formulated in generic terms. A third risk concerns the reliability of outputs. ChatGPT may produce inaccurate, incomplete, outdated or apparently correct responses that lack an adequate basis. For this reason, the user must not use generated content automatically. Every output must be manually verified, compared with the available data and adapted to the specific context. A fourth risk concerns bias and discriminatory wording. The system may generate stereotypical, distorted, misleading content or content that is unsuitable for the institutional context. The user must therefore read the results produced critically, correcting any discriminatory, ambiguous expressions or expressions inconsistent with the principles of fairness and inclusion. A fifth risk concerns excessive reliance on the tool. ChatGPT must not be used to make decisions, validate procedures, choose between administrative alternatives, assess candidates, select economic operators, approve rankings or determine the outcome of investigative activities. The system may support the user in identifying elements to be checked, preparing outlines or formulating verification questions, but cannot replace human activity. Risk management therefore requires prior and ongoing assessment. Before use, the user must ask what the purpose of the request is, which data are necessary, whether there is information to be removed or redacted, whether simulated or pseudonymized data can be used and what impact the output may have. After use, the user must verify the result, correct it, validate it and decide whether it is actually usable. In summary, the user must adopt a progressively cautious approach: the more sensitive the activity, the more specific the data and the more the output may affect individuals, procedures or the interests of the Administration, the greater the level of human oversight required. ChatGPT must be used as operational support, not as an autonomous tool for assessment, decision-making or validation.



## 10. Notice Regarding Use Cases

The use cases included in this handbook are provided solely for illustrative and explanatory purposes. They are intended to facilitate understanding of the possible ways in which ChatGPT may be used in certain administrative, documentary, and organizational contexts within the University.

The use cases do not constitute binding operational procedures, nor do they automatically authorize the entry into the tool of personal data, complete documents, confidential information, documents that have not yet been made public, or content relating to ongoing procedures. Every use must be assessed by the user in relation to the specific case, the intended purpose, the nature of the data processed, and the level of risk associated with the activity.

The examples contained in the handbook do not cover all possible uses of ChatGPT. They identify certain recurring situations in which the tool may be used as support, but always in compliance with the principles of human-centeredness, human oversight, transparency, proportionate risk management, non-discrimination, protection of personal data, minimization, pseudonymization, and user responsibility.

Users must not interpret the use cases as models to be applied automatically. Before using ChatGPT, they must always verify whether the request can be formulated without entering real data, whether simulated or pseudonymized data can be used, whether confidential information must be removed, and whether the generated output may affect individuals, procedures, or the interests of the Administration.

Particular caution must be exercised in cases involving accounting documentation, tender procedures, selection procedures, minutes, rankings, administrative acts, agreements, institutional arrangements, and structured data. In such areas, ChatGPT may be used to obtain methodological, editorial, or organizational support, but it cannot replace the investigation, assessment, legal-administrative review, or decision of the competent office.

The use of the tool always remains the responsibility of the user. The University is not responsible for uses that are non-compliant, improper, or carried out in breach



of applicable legislation, the precautions set out in this handbook, or the principles governing the protection of personal data and the confidentiality of information.

This approach reflects the notice already included in the source document, according to which the use cases serve an illustrative purpose, do not constitute binding guidelines, and the user remains responsible for the use of the tool.

## 11. Use Cases

The following use cases identify some ways in which ChatGPT may be used in administrative, documentary, and organizational activities. Each case must be read in light of the general principles already set out: ChatGPT may be used as a support tool, but it cannot replace human oversight, the investigation carried out by the competent office, legal-administrative verification, or the final decision. For each use case, three aspects must be distinguished: the issues connected with use of the tool, the types of data or information that may be involved, and the operational precautions to be adopted. Users must always avoid uploading complete documents, personal data, confidential information, or content that has not yet been made public when the same purpose can be achieved through generic, anonymized, pseudonymized, simulated, or aggregated data.

### 11.1 Support for the Development of an Application to Automate the Preliminary Review Stage in Invoice Settlement

ChatGPT may be used to support the design of an internal application intended to facilitate or automate certain activities in the preliminary review stage of the invoice settlement process. In this context, the tool may contribute, for example, to defining logical frameworks, building checklists, identifying steps to be verified, or describing the general operational workflow.

However, the use of the tool in this area presents a high level of risk because accounting documentation may contain personal data, fiscal data, economic data, bank details, contractual references, and administrative information that has not yet been made public. The source handbook expressly highlights the risk arising from entering



accounting documents containing personal data, processing economic and fiscal data, and using administrative documents that have not yet been made public.

The information that may be involved in this context includes, in particular, identifying data relating to professionals, consultants, VAT-registered individuals, suppliers, or contact persons; fiscal data, such as tax identification numbers and VAT numbers; contact details, such as addresses, email addresses, and telephone numbers; administrative data connected with the procedure, such as tender identification codes, project codes, contractual details, and references to the officer responsible for the procedure; economic and financial data, such as amounts, fees, and bank details; as well as any attachments to the invoice, including contracts, quotations, social security compliance certificates, or declarations.

The main risk consists in transferring such information to an external cloud-based service, the possible exposure of personal, fiscal, or banking data, the disclosure of information that has not yet been made public relating to administrative procedures, and breach of the principle of data minimization.

To reduce these risks, users must not enter complete invoices or full administrative documents into ChatGPT. Before using the tool, they must remove or redact personal and identifying data, including first names, surnames, tax identification numbers, VAT numbers, addresses, email addresses, telephone numbers, IBANs, bank details, and specific references to the supplier or the procedure where such information is not essential.

During the testing, design, or development stages of the application, users should prefer anonymous or simulated data. Requests to ChatGPT should be formulated in general terms, for example by asking which logical checks could be included in the preliminary review stage of an invoice settlement process, which fields may be useful in a checklist, or how to structure a verification workflow, without attaching real invoices or internal documents.

Users must also avoid uploading documents that have not yet been made public or that contain confidential information. Where it is necessary to describe a process, the description must be stripped of specific references to individuals, suppliers, amounts, identification codes, banking data, or internal acts.



ChatGPT may therefore support the methodological design of the application, but it must not be used to process real accounting documents directly or to make decisions regarding settlement. Verification of the regularity of the invoice, the correctness of the preliminary review, and whether the expenditure may be settled remains the responsibility of the competent office.

## **11.2 Support for the Analysis of Tender Documentation**

ChatGPT may be used as a support tool in the preliminary analysis of tender documentation, for example to identify elements requiring verification, compare in general terms the characteristics of a service with possible sector-specific collective agreements, analyze the structure of labor cost tables, or identify aspects requiring further examination by the Administration.

The use of the tool in this area requires particular caution. Tender documentation may contain personal data, identifying information relating to economic operators, information concerning company representatives, financial bids, data relating to workers listed in labor cost tables, and confidential information concerning the procedure.

The source document highlights, among the relevant issues, the entry of confidential tender information, the presence of personal data, the risk of disclosure of sensitive information relating to the procedure, excessive reliance on the tool, and the risk of legal interpretations that are outdated or insufficiently contextualized.

The main risk consists in the unauthorized disclosure of personal data or confidential information relating to the tender procedure, the exposure of sensitive economic data, and the possible reidentification of the individuals involved. These risks increase when the user enters complete tender documents, full bids, detailed tables, or specific references to the economic operator.

To reduce such risks, users must not enter complete tender documents into ChatGPT. They must remove or redact identifying data, including names, tax identification numbers, VAT numbers, IBANs, supplier contact details, specific company names, internal references to the procedure, and any information not necessary for the request.



It is preferable to formulate the request in general terms, describing the case without entering real data. For example, it would not be appropriate to write:

"I am evaluating the bid submitted by Alfa S.r.l. for the University's cleaning service. The bid provides for 8 level-2 employees under the Multiservices collective agreement, with an hourly cost of €11.20. I am attaching the company's labor cost table. Is the applicable collective agreement correct?"

A more appropriate formulation would be:

"In a tender for a cleaning service involving 8 level-2 employees and an indicated hourly cost of €11.20, which collective agreement might apply, and which elements should be checked in order to assess whether the labor cost is reasonable?"

ChatGPT may therefore help users identify matters requiring attention, formulate verification questions, or prepare a review outline. It cannot replace the Administration's preliminary investigation, nor make final assessments regarding the correctness of a bid, the reasonableness of labor costs, the applicability of a collective agreement, or the outcome of the tender procedure.

The output produced must always be verified by the user, especially where it includes legal, contractual, or technical references. Under no circumstances should the tool be used as the sole or decisive source for making determinations within the procedure.

### **11.3 Drafting and Updating Document Templates**

ChatGPT may be used to support the drafting and updating of document templates, such as requests for quotations, decisions to contract, contracts, or other models of administrative acts. In this area, the tool may help the user prepare a basic structure, improve the clarity of the text, suggest general wording, or identify elements that would normally need to be considered when constructing the document.

However, the use of ChatGPT in this context must be cautious because drafts of administrative acts may contain personal data, identifying information relating to companies, economic information, internal references to the procedure, and content that has not yet been finalized.



The source document identifies, among the relevant issues, the inclusion of names, signatures, and contact details in official acts, the presence of company names, VAT numbers, and tax identification numbers, the possible sharing of administrative documents that have not yet been finalized, the risk of entering internal or confidential information, and the possible use of wording that is incorrect or outdated.

The information that may be involved includes, in particular, company identification data, data relating to representatives, names, signatures, contact details, quotations, amounts, expenditure commitments, and internal information relating to the administrative procedure. Such elements must not be entered into the tool unless they are strictly necessary for the intended purpose.

The main risks consist in the unauthorized disclosure of personal data, the exposure of confidential information belonging to the institution, the sharing of acts that have not yet been finalized, the loss of control over the data entered, and processing that does not comply with personal data protection principles.

To reduce these risks, users must not copy and paste into ChatGPT complete drafts of administrative acts containing real data. Before using the tool, personal data, company identification data, unnecessary economic references, expenditure commitments, tax identification numbers, VAT numbers, contact details, signatures, and internal references to the procedure must be removed or redacted.

Users should prefer requests formulated in general terms. For example, instead of entering a complete draft decision to contract containing the supplier's name, VAT number, tax identification number, amounts, expenditure commitments, and internal references, it is preferable to ask:

- "What elements should a decision to contract contain?"

or

- "What is the correct structure of a decision to contract?"

ChatGPT may therefore be used to obtain editorial or structural support, but it must not be used to validate the legal-administrative content of the act or replace the review carried out by the competent office.

Any wording proposed must be checked by the user, adapted to the specific case, and verified before possible inclusion in a document of the Administration. Particular



attention must be paid to any legal references generated by the tool. ChatGPT may suggest wording or references that appear plausible but are outdated, irrelevant, or incorrect. The user must therefore verify each reference manually before using it in an act or document template.

### **11.4 Support for Verifying the Completeness and Compliance of Minutes of Evaluation Committees in Staff Selection Procedures**

ChatGPT may be used to support verification of the formal completeness and structural consistency of the minutes of evaluation committees in staff selection procedures. The tool may help the user check, in general terms, whether the minutes contain the essential elements, whether the structure is coherent, whether the criteria are referred to in an orderly manner, and whether there is logical correspondence between criteria and scores.

The use of the tool in this area involves a high level of risk because committee minutes may contain candidates' personal data, data relating to committee members, scores, individual assessments, criteria, outcomes, signatures, and information concerning the selection procedure.

The source document expressly highlights the risk arising from entering candidates' personal data, the presence of individual evaluations and scores, and the use of administrative documents that have not yet been made public.

Users must not upload complete minutes containing real names, signatures, identifying data, individual assessments, or information that has not yet been made public. Uploading the full document may result in the transfer of personal data to an external cloud-based service, the unauthorized disclosure of information relating to the selection procedure, the processing of data connected with individual evaluations, and breach of the principle of minimization.

To reduce these risks, users must reformulate the contents of the minutes before entering them into the tool. Names must be replaced with neutral labels such as "Candidate A," "Candidate B," "Committee Member 1," or "Committee Member 2."



Tax identification numbers, contact details, signatures, unnecessary internal references, identifying elements of the procedure, and any information that could enable reidentification of the individuals involved must also be removed.

For example, wording such as “Mario Rossi – 28/30” must not be entered. It is preferable to use a pseudonymized form such as “Candidate A – 28/30,” asking the tool to verify only the structure of the document, the presence of the required elements, and the consistency between criteria and scores.

The request must be limited to formal and structural review. ChatGPT must not be used to assess the merits of candidates, recalculate scores, alter judgments, suggest selection outcomes, or replace the work of the committee.

The tool may identify missing elements, formal inconsistencies, or aspects requiring verification, but it cannot affect the administrative or comparative assessment. The generated output must always be verified by the user. Any observations produced by ChatGPT must be regarded merely as prompts for review and not as validation of the minutes.

Verification of the completeness, regularity, and compliance of the document remains the responsibility of the competent office and the bodies responsible for the procedure.

## **11.5 Drafting Final Acts in Selection Procedures**

ChatGPT may be used to support the drafting of final acts in selection procedures, starting from standard templates, general outlines, or operational guidance that does not contain personal data. In this area, the tool may help the user identify the general structure of the measure, organize the sections of the act, improve the clarity of the text, or prepare a neutral draft to be adapted subsequently to the specific case.

Use of the tool requires particular caution because final acts in selection procedures may contain candidates’ personal data, rankings, test results, scores, individual evaluations, data relating to committee members, and information concerning procedures that have not yet been made public.

The source document expressly highlights the risks arising from entering candidates’ personal data, the presence of rankings and results that have not yet been



made public, the use of drafts containing real data, the possible disclosure of confidential information, and excessive reliance on the text generated by the system.

Users must not enter complete acts containing real data into ChatGPT. Measures approving rankings, minutes, attachments, lists of names, scores, or individual outcomes must not be uploaded unless such information has first been removed, redacted, or replaced with fictitious data.

The most critical information includes candidates' names, test outcomes, rankings, scores, evaluations, data relating to committee members, the contents of minutes, signatures, and any reference that makes it possible to connect the content of the act to a specific procedure or identified individuals.

To reduce risks, users must work with templates and outlines that do not contain personal data. Where it is necessary to preserve the structure of the act, real names must be replaced with neutral labels such as "Candidate A," "Candidate B," "Committee Member 1," or "Committee Member 2."

References to rankings that have not yet been made public, individual results, identifying data, signatures, and unnecessary internal information must also be removed or generalized.

It is preferable to formulate requests in general terms. For example, it would not be appropriate to ask:

- "I have prepared this measure approving the ranking. Can you review it?"

while attaching or pasting the full act.

A more appropriate request would be:

- "I need to draft a measure approving a ranking. What elements should it contain?"

or

- "What general structure may be used for a final act in a selection procedure?"

ChatGPT may therefore provide editorial or organizational support, but it must not be used to verify the merits of the outcomes, alter rankings, assess candidates, confirm scores, or validate the final measure.



The tool cannot replace the review carried out by the competent office or the work of the committee or other bodies responsible for the procedure.

The generated output must always be checked by the user, especially where it contains administrative wording, procedural references, or operational guidance. Before use, the text must be adapted to the specific case, cleared of any inaccuracies, and verified with regard to formal, substantive, and administrative correctness.

## **11.6 Extraction of Key Information from Institutional Agreements and Arrangements**

ChatGPT may be used to support the extraction of key information from institutional agreements and arrangements. In this area, the tool may help users identify which metadata are useful for cataloguing, which recurring elements may be found in an agreement, and how the information may be organized in a summary record.

However, the tool must be used with particular caution because institutional agreements and arrangements may contain personal data, contractual information, contact-person details, obligations of the parties, financial amounts, legal clauses, and confidential content.

The source document identifies, among the relevant issues, the presence of personal data in documents, the entry of agreements containing sensitive information, the possible upload of complete documents, the risk of errors in automated extraction, and the processing of legally and contractually significant data.

The information involved may concern, in particular, the contracting parties, contact persons, roles, the subject matter of the agreement, its duration, the obligations of the parties, legal clauses, and the financial amounts provided for. Even where such data do not all relate to natural persons, they may still be confidential, strategic, or relevant to the Administration.

The main risks consist in transmitting personal data or confidential legal information to an external service, processing data without adequate minimization, and using information that has been extracted incorrectly.

An error in automated extraction may result in incomplete, inaccurate, or inconsistent data being entered into archives, databases, or internal records.



To reduce these risks, users must not upload complete agreements or full institutional arrangements containing personal data, confidential clauses, amounts, specific references to the parties, or information that has not yet been made public.

Where the objective is to define a cataloguing method, it is preferable to formulate the request in general terms. For example, it would not be appropriate to ask:

- “I am uploading this complete agreement. Can you extract all the information?”

It would be preferable to ask:

- “Which metadata are useful to extract from an institutional agreement for cataloguing purposes?”

or

- “Which fields may be included in a summary record for classifying institutional agreements and arrangements?”

Where it is necessary to work on the structure of a document, users must first remove personal data and confidential information. The names of contact persons must be replaced with neutral labels such as “Contact Person 1” or “Contact Person 2”; the parties may be described generically as “Entity A” and “Entity B”; amounts, deadlines, and specific obligations should be entered only where strictly necessary and, where possible, generalized.

ChatGPT may be used to construct an extraction grid, propose metadata categories, or suggest a summary structure. It must not be used as the sole tool for extracting, validating, or transferring legally significant data into a database or information system.

Every extracted item of information must be checked manually by the user. In particular, the subject matter of the agreement, its duration, the parties involved, the obligations, deadlines, any amounts, and the relevant clauses must be verified.

Only verified data may be entered into internal archives or databases. The output generated by ChatGPT must therefore be regarded as support for reading and classification, not as a definitive source. Responsibility for the accuracy of the extracted information and any subsequent use remains with the user.



## **11.7 Analysis of Already Structured Data Relating to Agreements and Institutional Arrangements**

ChatGPT may be used to support the analysis of already structured data relating to institutional agreements and arrangements. In this area, the tool may contribute to formulating queries, producing summaries, creating visualizations, identifying analytical indicators, and carrying out cross-sectional analyses, for example concerning deadlines, partners, areas of collaboration, or geographical distribution.

However, use of the tool must be carefully controlled because even data that are already structured, aggregated, or apparently neutral may derive from real information and contain indirectly identifying elements.

The source document identifies, among the relevant issues, the use of aggregated data derived from real information, the possible presence of indirectly identifying data, the high risk of hallucinations, and the exposure of strategic University information.

The information involved may relate to active agreements and arrangements, institutional partners, geographical distribution, activities and collaborations, contractual deadlines, and other organizational data. Even when such information is presented in aggregated form, it is necessary to verify that it does not make it possible to reconstruct sensitive data, confidential information, or University strategies indirectly.

The main risks consist in the indirect reconstruction of confidential information, the exposure of strategic and organizational data, the improper use of aggregated analyses to make incorrect decisions, and the loss of control over the information analyzed.

There is also a risk that ChatGPT may produce inaccurate summaries or interpretations, leading to conclusions that are not supported by the actual data available.

To reduce these risks, users should use aggregated data that cannot be linked to individual subjects, partners, or specific procedures, unless entering such details is strictly necessary and has been assessed in advance.



Overly granular queries, complete datasets, or requests that would make it possible to reconstruct strategic information, critical deadlines, sensitive institutional relationships, or assessments regarding whether certain collaborations should be maintained or discontinued must be avoided.

For example, it would not be appropriate to ask:

- “I am uploading the complete database containing all partners and agreements. Tell me which relationships are worth continuing.”

A more appropriate formulation would be:

- “Which indicators can I use to analyze the distribution of institutional agreements?”

or

- “Which general criteria may be considered when interpreting aggregated data relating to institutional arrangements?”

ChatGPT may therefore support users in developing analytical categories, defining indicators, organizing information, and producing descriptive summaries. It must not be used as a strategic decision-maker or as a tool for autonomously determining which agreements should be maintained, renewed, discontinued, or prioritized.

Every analysis produced must be verified by the user. Summaries, visualizations, and conclusions generated by the tool must be compared with the source data and validated manually before being used in reports, internal communications, organizational assessments, or decision-making activities.

In this area, caution must concern not only the protection of personal data, but also the safeguarding of the University’s strategic information. Users must therefore limit the entry of organizationally sensitive data, avoid requests that assign decision-making functions to the tool, and retain control over the final interpretation of the results.



## 12. What Not to Do and What to Do

The correct use of ChatGPT requires the adoption of practical precautions before, during, and after interacting with the tool. The following guidance summarizes, in operational terms, the behaviors to avoid and those to adopt in the main scenarios addressed in this handbook.

### 12.1 Uploading Complete Documents

Users must not upload complete documents to ChatGPT when they contain personal data, confidential information, references to procedures that have not yet been made public, or economic, fiscal, contractual, evaluative, or strategic data.

By way of example, the following should not be uploaded in full: invoices, committee minutes, final acts of selection procedures, rankings, financial bids, tender documents, institutional agreements, draft decisions to contract, contracts, requests for quotations, or complete Administration databases.

Users should instead assess whether the request can be formulated through a general description of the issue, a template without real data, an extract from which excessive information has been removed, or a simulated example. When the objective is to obtain support concerning the structure of a document, it is preferable to ask which elements the act should contain rather than paste the entire text.

### 12.2 Entering Personal Data

Users must not enter personal data unless strictly necessary for the intended purpose. Where not essential, first names, surnames, tax identification numbers, student or employee identification numbers, contact details, email addresses, physical addresses, signatures, banking data, fiscal data, scores, individual assessments, and any other element capable of identifying a natural person must be removed or redacted.



Users must apply the principle of minimization by limiting the information entered to what is strictly necessary. Where possible, anonymous, simulated, or pseudonymized data should be used. For example, “Mario Rossi” may be replaced with “Candidate A,” “Student 1,” or “Contact Person 1,” depending on the context.

Pseudonymization does not automatically eliminate all risk. After replacing names, users must verify that no other elements remain that could make the individual identifiable, such as dates, roles, procedural references, combinations of data, or overly specific details.

### **12.3 Entering Confidential Information or Information That Has Not Yet Been Made Public**

Users must not enter confidential information, internal documents that have not yet been made public, or content relating to ongoing procedures into ChatGPT unless such information has first been stripped of unnecessary and confidential elements.

Particular caution is required for tender documentation, acts relating to selection procedures, minutes, rankings, accounting data, agreements, institutional arrangements, strategic University information, and drafts of administrative acts. Even where such content does not include personal data, it may still be confidential or relevant to the Administration.

Users must therefore avoid requests that expose unnecessary specific details. Where support is needed, the request should be reformulated in general terms, describing the type of activity or issue to be addressed without entering information capable of revealing the actual content of the procedure or document.

### **12.4 Using Generic, Anonymized, or Simulated Prompts**

Users should prefer prompts formulated in general terms, especially where the activity concerns administrative documents, tenders, selection procedures, accounting acts, agreements, or structured data.

A proper prompt should state the purpose of the request, limit the context to essential information, avoid identifying data, and clarify that the requested output is intended as support. It is preferable to ask ChatGPT to identify elements to be



checked, propose a structure, prepare a checklist, or suggest general criteria rather than request a final assessment of a real case.

For example, it is preferable to ask:

- “What elements should a decision to contract contain?”

rather than enter a complete draft of the act.

It is preferable to ask:

- “Which indicators can I use to analyze the distribution of institutional agreements?”

rather than upload the complete partner database and ask which relationships should be continued.

It is preferable to ask:

- “Which elements should be checked when assessing whether labor costs are reasonable?”

rather than attach a specific tender bid.

## 12.5 Manual Verification of Outputs

Users must always verify the outputs produced by ChatGPT. No content generated by the tool should be used automatically in official acts, communications, documents, reports, procedures, or decisions of the Administration.

Verification must concern the accuracy of the information, consistency with the context, completeness, currency, relevance, absence of errors, absence of unnecessary data, and appropriateness of the language. Particular attention must be paid to legal references, administrative wording, operational guidance, document summaries, data analyses, and any assessments suggested by the system.

Users must correct or remove content that is inaccurate, irrelevant, discriminatory, misleading, or unsuitable for the institutional context. The output should be treated as a draft or an aid to reflection, not as a final result.

ChatGPT may facilitate the user’s work, but final validation always remains a human responsibility. The user retains responsibility for the entire process: selecting the data, formulating the prompt, reviewing the output, and deciding whether to use the generated content.



### **13. La struttura di un prompt efficace e sicuro di ChatGPT**

The quality of the result produced by ChatGPT depends largely on the quality of the prompt. An effective prompt must be clear, focused, and oriented toward a support function. It should specify what is being requested from the tool, what type of response is expected, and which limits must be respected.

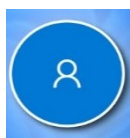
In the context of the University's administrative activities, the prompt must be formulated in a way that avoids the inclusion of personal data, confidential data, complete documents, or information that has not yet been made public. It is preferable to ask ChatGPT to prepare outlines, checklists, lists of elements to verify, general wording, or neutral templates, while avoiding requests for final assessments or decisions.

Taking all of this into account, an effective prompt can be built according to the following structure:

## ROLE + CONTEXT + TASK

Let us consider the following scenario:

"I need to prepare a draft internal communication to report a serious service disruption, for example unauthorized access to a University digital platform or a technical issue that temporarily made certain personal data visible."



Specify the role that ChatGPT should assume. For example:  
"Act as an employee of a technical office responsible for communicating a data breach."



Specify the context in which ChatGPT should operate. For example:

"In a university context, an internal digital platform may have been affected by an anomaly involving the possible exposure of personal data. The checks are ongoing, and the University must communicate the incident to the university community with transparency, caution, and attention to data protection."



Specify the task that ChatGPT should perform. For example:

"Draft an internal communication addressed to students, teaching staff, and technical and administrative staff of the University. The communication must inform recipients about the anomaly detected, explain that checks are ongoing, reassure them that the situation is being handled, indicate any actions required from users, and provide a contact channel for reports or requests for clarification."



When drafting the communication, do not invent facts, legal references, procedural obligations, or timelines. Follow the applicable legal framework on personal data protection and the binding guidelines for public administrations. When an element is unknown or has not been confirmed, use cautious wording, for example: "checks are ongoing," "certain data may have been affected," or "further updates will be provided if necessary." Do not include details that were not provided in the prompt.



Following this structure, your prompt would be:

“Act as an employee of a technical office responsible for communicating a possible data breach. In a university context, an internal digital platform may have been affected by an anomaly involving the possible exposure of personal data. The checks are still ongoing, and the University must communicate the incident to the university community with transparency, caution, and attention to data protection.

Draft an internal communication addressed to students, teaching staff, and technical and administrative staff of the University. The communication must inform recipients about the anomaly detected, explain that checks are ongoing, reassure them that the situation is being handled, indicate any actions required from users, and provide a contact channel for reports or requests for clarification. Use an institutional, clear, measured, and non-alarmist tone. Include an email subject line, the body of the message, and an institutional closing. Do not invent information, obligations, procedures, timelines, responsibilities, or legal references. Refer only to the applicable legislation and binding guidelines for public administrations. If any information is unavailable, uncertain, or has not been provided in the prompt, state this explicitly and use cautious wording. Avoid unconfirmed technical details, attribution of responsibility, language that minimizes the incident, and absolute claims regarding data security.”

This structure makes it possible to define the role, context, task, and limits within which the tool must operate and which it must not alter or exceed.

ChatGPT is used as a support tool, not as a decision-maker. The user retains control over the activity and may use the output as a working draft.



## 14. The Environmental Impact of Artificial Intelligence Systems

The use of generative artificial intelligence tools, such as ChatGPT, has an environmental impact associated with the operation of the technological infrastructure required to provide these services. The ability to generate responses in natural language relies on complex computing systems, servers, communication networks, and data centers, whose operation requires electricity and, in some cases, water resources for cooling.

The environmental impact of artificial intelligence is not immediately visible to the user because the interaction takes place through an apparently simple digital interface. However, every request sent to the system requires processing by remote infrastructure. For this reason, the daily use of ChatGPT should also be considered within the broader principle of digital sustainability.

According to some estimates, a single interaction with a generative artificial intelligence system may involve higher energy consumption than a traditional online search. By way of indication, estimates of approximately 2.9 Wh per request have been cited, a value that would correspond to the energy consumed by a 10-watt LED light bulb operating for several minutes. These figures should be understood as orders of magnitude rather than as precise measurements applicable to every individual interaction, since actual consumption depends on many variables, including the model used, the complexity of the prompt, the length of the response, and the infrastructure involved.

At a global level, the energy impact may become significant because of the extremely high number of requests made by users every day. The combined effect of many individual interactions creates a substantial computational load, resulting in energy consumption by the data centers used to process and manage artificial intelligence services.

Another relevant aspect concerns water consumption. Some data centers use cooling systems that may require water, particularly when servers operate under heavy



loads and generate substantial amounts of heat. In this case too, the available estimates vary considerably. Very different figures have been reported, including values of up to millions of liters of water per day on an overall scale, as well as estimates relating to the consumption associated with groups of interactions or particularly complex requests. Such data must be interpreted with caution because they depend on the location of the data centers, the cooling technologies used, climatic conditions, the energy mix, and infrastructure efficiency

The environmental impact may increase when users formulate very long, repetitive, or particularly complex requests, or when they ask for the generation of extensive texts, code, detailed analyses, or numerous variations of the same content. This does not mean that the tool should not be used, but rather that its use should be reasonable, proportionate, and consistent with a genuine need.

From this perspective, the sustainable use of ChatGPT requires certain operational precautions. Users should formulate clear and complete prompts, avoid unnecessary or purely exploratory requests, refrain from generating unnecessarily long texts, and review the output received before starting new interactions. A well-constructed prompt can reduce the number of follow-up requests and produce a more effective result with lower resource consumption

Attention to sustainability does not replace the legal, organizational, and administrative precautions set out in this handbook, but complements them. Responsible use of artificial intelligence requires not only data protection, human oversight, and output verification, but also awareness of the environmental impact of digital technologies.

In conclusion, ChatGPT should not be regarded as a tool without environmental costs. Its use should be guided by the principles of necessity, proportionality, and efficiency, giving preference to targeted and genuinely useful requests rather than automatic, repetitive, or unnecessary use.



## 15. Conclusions

ChatGPT can be a useful tool for supporting the University's administrative, documentary, and organizational activities, provided that it is used with caution, awareness, and constant human oversight. Its role must remain auxiliary: the tool may help users draft texts, prepare outlines, organize information, identify elements to be checked, or improve the clarity of content, but it cannot replace professional judgment, the preliminary investigation carried out by the competent office, or the decision of the Administration.

The user remains responsible for the entire process: from selecting the information to be entered, to formulating the prompt, and finally to verifying and possibly using the generated output. Before using ChatGPT, the user must always consider whether the data are necessary, relevant, and proportionate to the intended purpose. Whenever possible, anonymous, simulated, aggregated, or pseudonymized data should be preferred.

Particular attention must be paid to the protection of personal data, the confidentiality of information, the security of internal documents, and the accuracy of outputs. Complete documents, acts that have not yet been made public, confidential information, personal data, fiscal data, banking data, rankings, minutes, bids, agreements, or complete databases must not be uploaded when the same purpose can be achieved through a general request or sanitized data.

In case of doubt, the user must adopt the highest degree of caution, as an expression of the general duty of care. This principle requires avoiding any use of the tool that may result in the unnecessary exposure of personal data, confidential information, or administrative documents that have not yet been made public. Reference may be made in this regard to the duty of care set out in Article 1176 of the Italian Civil Code, which, where the activity is carried out in a professional or functional context, must also be assessed in relation to the nature of the activity performed.

Every output produced by ChatGPT must be treated as a working proposal, not as a final result. The user must check the accuracy of the information, correct any errors,



remove inappropriate wording, verify legal references, and ensure that the content is consistent with the relevant administrative or institutional context.

The final operational principle is therefore as follows: use ChatGPT only as a support tool, enter as little information as possible, avoid personal and confidential data, always verify the result, and retain human responsibility for every decision and every final document.

## **16. Contacts for Questions and Support**

If users have doubts about using ChatGPT, they should avoid taking independent action that could involve uploading personal data, confidential information, documents that have not yet been made public, or content relating to ongoing procedures.

Where it is unclear whether specific data may be entered into the tool, whether a document should be anonymized, whether a request involves risk, or whether the generated output may be used in administrative activities, users should seek support before proceeding.

Prior consultation is particularly advisable when the use of ChatGPT concerns invoices, accounting documentation, tender procedures, committee minutes, rankings, final acts of selection procedures, agreements, institutional arrangements, structured data, databases, strategic University information, or administrative documents that have not yet been made public.

A request for support may concern, for example, the correct formulation of a prompt, identification of the data to be removed, the choice between anonymization, pseudonymization, or the use of simulated data, assessment of the level of risk, or verification of the precautions to be adopted before using the tool.

In all cases, until the doubt has been resolved, users should apply the highest degree of caution: do not upload complete documents, do not enter personal data, do not transmit confidential information, and do not use generated output for administrative purposes without adequate human oversight.



For questions, clarifications, or requests for support concerning the use of ChatGPT, users may write to the address provided by the University: [taskforceia@unibg.it](mailto:taskforceia@unibg.it).

## 17. Essential Glossary

This glossary is intended to clarify the main technical, legal, and operational terms used in the handbook. The definitions are formulated concisely and are intended to support the practical use of ChatGPT in the University's administrative activities.

### Generative Artificial Intelligence

An artificial intelligence system capable of generating content, such as texts, summaries, outlines, responses, reformulations, or analyses, based on a request made by the user. ChatGPT falls within this category.

### ChatGPT

A generative artificial intelligence tool designed to interact in natural language and support writing, analysis, and problem-solving activities. In this handbook, it is considered exclusively as an operational support tool, not as an autonomous entity or decision-maker.

### Prompt

The request, question, or instruction entered by the user into ChatGPT. The quality of the prompt directly affects the quality of the response. A proper prompt should be clear, focused, free of unnecessary personal data, and aimed at obtaining support rather than decisions.

### Personal Data



Information that identifies or makes a natural person identifiable. Examples include first name, surname, tax identification number, student or employee identification number, email address, telephone number, physical address, signature, bank details, scores, individual assessments, or information relating to candidates, students, workers, suppliers, professionals, or contact persons.

### Identifying Data

Data that make it possible to identify an individual directly. Examples include first name, surname, tax identification number, student or employee identification number, a VAT number attributable to a natural person, personal email address, telephone number, signature, or address.

### Indirectly Identifying Data

Information that does not directly state a person's name but may make it possible to identify them when combined with other elements. For example, a highly specific role, a date, a score, a particular procedure, or a combination of data may make an individual recognizable.

### Confidential Data

Information that must not be freely disclosed or communicated externally. It may concern internal documents, acts that have not yet been made public, information relating to ongoing procedures, economic data, contractual data, strategic data, bids, rankings, minutes, institutional agreements, or arrangements.

### Sensitive Data



In ordinary language, data that are particularly delicate. In this handbook, the term is used as a precautionary expression to indicate information requiring particular attention, such as personal data, individual assessments, economic, fiscal, or banking data, confidential information, or data capable of affecting an individual's position.

### Economic Data

Information relating to amounts, fees, costs, quotations, financial bids, expenditure commitments, payments, or financial values. Such data may be particularly delicate when they concern natural persons, suppliers, companies, tender procedures, or contracts.

### Fiscal Data

Information relevant for tax or identification purposes, such as tax identification numbers, VAT numbers, and data contained in invoices, accounting documents, or declarations. Such data must be handled cautiously and should not be entered into ChatGPT unless strictly necessary.

### Banking Data

Information relating to bank details, IBANs, bank accounts, payment methods, or financial data. Such data should not be entered into prompts except in exceptional cases that have been assessed in advance.

### Processing of Personal Data

Any operation performed on personal data, such as collection, consultation, use, communication, transmission, storage, modification, extraction, or deletion. Entering personal data into ChatGPT may also constitute a form of processing.



## GDPR

Regulation (EU) 2016/679 on the protection of personal data. It establishes the principles and rules to be followed when processing personal data. In this handbook, particular relevance is given to the principles of minimization, accountability, security, and data protection by design.

### Italian Privacy Code

Legislative Decree No. 196/2003, as amended by Legislative Decree No. 101/2018. Together with the GDPR, it constitutes the main national legal framework for the protection of personal data.

### Data Minimization

The principle according to which only data that are strictly necessary for the intended purpose should be used. When using ChatGPT, this means avoiding the entry of excessive information, such as names, tax identification numbers, student or employee identification numbers, email addresses, IBANs, signatures, irrelevant data, or complete documents where they are not needed.

### Pseudonymization

A technique consisting of replacing direct identifiers with codes or neutral labels. For example, "Mario Rossi" may become "Candidate A," "Student 1," or "Contact Person 1." Pseudonymization reduces risk but does not eliminate every possibility of reidentification.

### Anonymization



A process through which data are transformed so that the person can no longer be identified. Unlike pseudonymization, anonymization aims to remove the link with the identifiable individual permanently.

### Simulated Data

Invented or fictitious data used to describe a scenario without exposing real information. They are preferable during testing, design, example development, model preparation, or case simulation.

### Aggregated Data

Data presented in an overall form rather than referring to individual subjects. Examples include general statistics on agreements or a geographical distribution. Aggregated data still require caution where they allow indirect reconstruction or reveal strategic information.

### Reidentification

The risk that a person or subject may be recognized even after direct identifying data have been removed. This may occur through the combination of several elements, such as role, date, score, procedure, location, or other specific details.

### Accountability

The principle of responsibility established by the GDPR. It means that compliance with the rules is not sufficient in itself: it must also be possible to demonstrate that appropriate precautions have been adopted. When using ChatGPT, the user must be able to explain why the tool was used, which data were entered, which precautions were adopted, and how the output was verified.



## Data Protection by Design

The principle according to which personal data protection must be considered from the beginning of an activity, process, or project. When using ChatGPT, this means, for example, designing a test using simulated data instead of real data.

## Data Protection by Default

The principle according to which, by default, only necessary data should be processed. When using ChatGPT, this means always starting from the least intrusive option: fewer data, fewer details, fewer identifiers, and greater use of anonymization or pseudonymization.

## Confidentiality

The obligation or need to prevent certain information from being accessed by unauthorized persons. It concerns personal data, internal acts, non-public documents, strategic information, ongoing procedures, bids, minutes, rankings, agreements, and institutional arrangements.

## Transparency

The principle according to which the use of ChatGPT should be clear, understandable, and, where necessary, capable of being disclosed. The user must be able to explain how the tool was used and what role it played in producing the final result.

## Human Oversight

The critical review carried out by the user concerning the data entered, the prompt formulated, and the generated output. It is essential because ChatGPT cannot replace human judgment or make autonomous decisions. The source document



stresses that the user must always review what the tool produces and remains responsible for the final product.

### Validation

The final review through which the user verifies that the output is accurate, consistent, complete, appropriate to the context, and suitable for use. Without validation, content generated by ChatGPT must remain a draft or provisional support.

### Hallucination

A response generated by ChatGPT that appears plausible but may be false, inaccurate, incomplete, or unsupported by the available information. For this reason, every output must be verified, especially where it contains data, legal references, conclusions, or assessments.

### Bias

A distortion, prejudice, or unbalanced representation that may appear in the output. It may take the form of discriminatory, stereotypical, misleading, or inappropriate wording. The user must review the result critically and correct any bias.

### Non-Discrimination

The principle according to which the use of ChatGPT must not produce or reinforce discriminatory, stereotypical, or unfairly disadvantageous content. It is particularly relevant when dealing with texts concerning individuals, candidates, students, workers, economic operators, or categories of persons.

### Proportionate Risk Management



The principle according to which precautions should increase as the sensitivity of the activity increases. Using ChatGPT to improve a generic draft is less risky than using it in a selection procedure, tender procedure, accounting activity, or evaluative process.

### Maximum Caution

An operational principle to be applied in case of doubt. If the user is unsure whether data may be entered, whether a document may be uploaded, or whether an output may be used, the most cautious option must be chosen: do not enter the data, do not upload the document, seek support, or use simulated data.

### Duty of Care

The standard of conduct required from a person carrying out an activity. In the handbook, it refers to the duty to act with attention, caution, and oversight. It may be connected with Article 1176 of the Italian Civil Code, under which an obligation must be performed with the diligence of a reasonable person and, in professional activities, with regard to the nature of the activity carried out.

### Diligence of a Reasonable Person

An expression used in the Italian Civil Code to indicate the ordinary level of attention, caution, and care required in performing an obligation. In the context of this handbook, it means that the user must use ChatGPT with reasonable caution and avoid careless or risky conduct.

### User Responsibility

The principle according to which the user is responsible for the information entered into ChatGPT and for any use of the generated output. The tool is not responsible for



the final product. Responsibility remains with the person who uses, modifies, approves, or presents the content.

## Civil Liability

Liability that may arise from causing unjust harm to third parties or the Administration. In this handbook, it is referred to in connection with the risk that negligent use of ChatGPT may cause damage, for example through disclosure of data, use of incorrect outputs, or breach of confidentiality.

### Article 2043 of the Italian Civil Code

The general rule on non-contractual liability. It provides that anyone who intentionally or negligently causes unjust harm to another person must compensate that harm. It is referred to in order to highlight that improper use of the tool may give rise to liability for damages where the legal requirements are met.

### Article 1218 of the Italian Civil Code

The rule governing liability for non-performance. It is relevant where the use of ChatGPT forms part of functional, professional, or organizational duties and the user fails to act with the required diligence.

## Criminal Liability

Personal liability that may arise from the commission of a criminal offence. In this handbook, it is referred to only in general and precautionary terms, with reference to serious cases such as disclosure of secrets, unlawful processing of data, or falsification of official documents.

### Article 326 of the Italian Criminal Code



The rule governing disclosure and unlawful use of official secrets. It may become relevant where information acquired by reason of one's office is communicated, disclosed, or used improperly.

#### Article 616 of the Italian Criminal Code

The rule concerning violation, theft, and suppression of correspondence. In the context of this handbook, it highlights the need for caution with emails, internal communications, or content not intended for public disclosure.

#### Article 167 of Legislative Decree No. 196/2003

The rule concerning unlawful processing of personal data in the circumstances provided for by the applicable legislation. It is referred to in order to highlight that improper entry of personal data into ChatGPT may have legal consequences where the statutory requirements are met.

#### Document Falsification

The alteration or untruthful representation of relevant circumstances in an official document. In the handbook, this risk is highlighted where content generated by ChatGPT is inserted into administrative documents without adequate verification.

#### False Statements in Official Documents

A situation in which a formally authentic document contains untrue statements or certifications. It is referred to in order to highlight the need to verify all generated content before inserting it into administrative acts.

#### Preliminary Investigation



The stage of a procedure in which the elements necessary to make a decision are collected, verified, and assessed. ChatGPT may support the organization or formal verification of certain elements, but it cannot replace the preliminary investigation carried out by the competent office.

### Administrative Procedure

The sequence of activities through which the Administration forms a decision or adopts an act. When ChatGPT is used in relation to a procedure, particular attention must be paid to personal data, non-public documents, confidentiality, and output verification.

### Metadata

Concise information describing a document or agreement, such as subject matter, duration, parties, deadline, type, geographical area, or field of collaboration. Metadata are useful for cataloguing and retrieval.

### Database

An organized collection of data. It may contain personal, contractual, administrative, or strategic information. It must not be uploaded in full to ChatGPT if it contains real data that have not been minimized or confidential information.

### Strategic Information

Data or knowledge relevant to the University's organization, decisions, partnerships, or interests. It may concern partners, agreements, deadlines, priorities, regional activities, or internal assessments. Such information must be protected even where it does not constitute personal data.



## Manual Validation

A review carried out directly by the user or the competent office before using an output. It is necessary to avoid errors, hallucinations, incorrect references, or inappropriate wording.

## Redaction

The removal or covering of personal or confidential data before using a document. It may concern names, tax identification numbers, student or employee identification numbers, email addresses, signatures, IBANs, amounts, internal references, or other unnecessary elements.

## Excessive Data

Information that is not necessary for the purpose of the request. Such information must be removed before being entered into ChatGPT in accordance with the principle of minimization.

## Lawfulness

Compliance of the activity with the applicable legislation. When using ChatGPT, the user must consider whether entering the data is permitted and justified by the intended purpose.

## Relevance

The actual connection between the data entered and the purpose of the request. Data are relevant only where they are genuinely needed to obtain the requested support.



## Proportionality

The principle according to which use of the data and the tool must be appropriate and not excessive in relation to the intended purpose. If the purpose can be achieved using fewer data or simulated data, real data should not be used.

## Necessity

The principle according to which only information that is indispensable for obtaining the requested result should be entered. If an item of data is not indispensable, it must be omitted, redacted, or replaced.

## Purpose

The objective for which the user employs ChatGPT. It must be clear before any data are entered. A vague purpose increases the risk of entering excessive or irrelevant information.

## Improper Use

Use of the tool in a manner contrary to the guidance in the handbook, for example by uploading complete documents, entering unnecessary personal data or confidential information, or asking ChatGPT to make decisions.

## Unauthorized Use

Use of the tool outside the limits, purposes, or conditions established by the University or the applicable rules.

## Loss of Control Over Data



A situation in which the user can no longer fully control the circulation, storage, or use of the information entered. It is one of the risks highlighted in the handbook in connection with uploading personal, confidential, or strategic data.

### Information Not Yet Made Public

Data, acts, or content that have not been officially disclosed or are not intended for external circulation. They must be handled cautiously and should not be entered into the tool unless sensitive or unnecessary elements have first been removed.

### Principle of Human-Centeredness

The principle according to which ChatGPT must remain at the service of the user and must not replace them. The individual retains control over the process and final responsibility.

### Principle of Non-Substitution

The operational principle according to which ChatGPT may support the user's activity but cannot replace human judgment, administrative investigation, professional assessment, or the decision of the competent office.

### Principle of Responsibility

The principle according to which the person using ChatGPT remains responsible for the input entered, the output generated, and the subsequent use of the content. The final product is attributable to the user, not to the tool.