

Acceptable Use of Natural Language Generators (NLGs)

Overview

The Government of Alberta (GoA) has developed an [Acceptable Use of Third-Party Natural Language Generators Directive](#) and [Guideline](#) to establish usage requirements and provide clarity to staff when using NLGs.

Natural Language Generators: NLGs are automated computer systems that produce outputs mimicking the way humans write and /or speak. Although the most well-known NLG is ChatGPT, other companies like Google, Amazon, and Microsoft also compete in this space.

The directive and guideline cover a range of aspects, from how to use NLGs in everyday business processes to real-world examples. They provide helpful information, advice, specifications, and resources to guide decisions on the proper use of NLGs in the GoA.

General NLG use

NLGs can be used for various purposes, such as summarizing information, brainstorming, or translations. The guideline outlines practical applications of NLGs, offering valuable tips on best practices, ethical considerations, and data privacy.

Overview of requirements:

- Ensure personal information in the custody of the GoA is never input, disclosed, or provided to an NLG.
- Only enter publicly accessible information.
- Validate and verify the accuracy of any outputs provided by an NLG.
- Clearly cite NLG outputs when used verbatim.

- Assume any content provided to an NLG (for example, user inputs or prompts) is documented.
- Use generalized prompts (for example, “an organization” instead of “the GoA”).
- Consider bias, tone, clarity, consistency, and context of NLG outputs.

Adhering to the directive’s requirements and reflecting on the examples used in the guideline ensures responsible and effective NLG use, potentially boosting productivity and safeguarding the GoA’s content, systems, and reputation.

Business Integration of NLGs

Integration of a NLG requires the development of a business case and collaborating with the Cybersecurity Division, Privacy Services, legal counsel and content management experts, to complete a Security and Threat Risk Assessment. For additional detail, please consult the [guideline](#).

References and Supporting Resources

- [Acceptable Use of Third-Party Natural Language Generators Directive](#)
- [Use of Third-Party Natural Language Generators Guideline](#)
- [Acceptable Use of GoA IT Assets Directive](#)
- [Data and Information Security Classification Standard](#)
- [Code of conduct and ethics for the Public Service of Alberta](#)
- [Information Controller and Information Custodian Directives](#)