

7 questions to ask before your team uses AI at work

Most Australian businesses already have staff using AI tools. Very few have checked what those tools can reach. These are the seven questions we ask on an AI exposure check. Work through them at your next leadership meeting. If you cannot answer three or more, that is worth a conversation.

1 Which AI tools are your staff already using, and did anyone approve them?

Start with what is actually happening, not what the policy says. **Ask the question in a way nobody gets in trouble for answering honestly**, or you will get a tidy answer and a messy reality.

2 If someone pastes a client file into a chatbot, where does it go?

Once it is pasted it has left your control, and no policy brings it back. **Know which of your tools are consumer accounts and which are business accounts**, because they are not governed the same way.

3 Does the tool learn from what your people type into it?

Free and personal tiers commonly use your input to improve the model. Business and enterprise tiers commonly do not. **The difference is usually a setting and a contract**, and it is worth confirming in writing rather than assuming.

4 If you turned Microsoft Copilot on tomorrow, what would it surface?

Copilot inherits the permissions each person already has. It does not add new ones. **A decade of quick shares and forgotten folders becomes searchable in plain language** on day one, which is why the permission clean up comes before the licences.

5 Who is allowed to use AI for client work, and is it written down?

One page is enough: the approved tools, what must never be pasted in, and who to ask. **A rule people have actually read beats a policy nobody opens**.

6 Could you tell afterwards what was shared with an AI tool, and by whom?

This is the question that decides how bad an incident gets. **If the answer is no, you cannot scope the problem**, and you will be telling a client you are not sure what was exposed.

7 When a client asks how you protect their data when using AI, who answers?

It is appearing in tenders and supplier reviews now. **Being able to answer it well is quickly becoming a commercial advantage**, not just a compliance task.

Not sure how you would answer these?

A REDD engineer will walk through your environment and show you what your AI tools can currently reach, what to change first, and what it costs. Twenty minutes, no obligation, and the findings are yours either way.

redd.com.au/services/ai-enablement/copilot-readiness · 1300 697 333