

Artificial Intelligence Tools and Privacy @ UBC

This document provides guidance on the appropriate use of AI technologies, the Privacy Impact Assessment (PIA) process, and related privacy and security considerations.

All AI tools that collect, store, or process personal information must be evaluated to ensure compliance with BC's Freedom of Information and Protection of Privacy Act (FIPPA) and UBC's [Information Security Standards \(ISS\)](#).

What is a Privacy Impact Assessment (PIA)?

A PIA helps identify and manage privacy risks when tools handle personal information. At UBC, the requirement for a PIA is determined based on the nature and context of how an AI tool collects, uses, or discloses personal information. For further guidance on when a PIA is generally required for Artificial Intelligence solutions, refer to the [PIA Guidelines for Artificial Intelligence Solutions](#).

Individual Solutions

Standalone tools typically used by individuals for writing, note-taking, transcription, or content generation.

Tool	Description	Permitted Information Level* (based on review)	Privacy Considerations
Copilot M365	Embedded assistant in Microsoft 365	High Risk	Permitted level pertains to future state rollout. Current state is project is pending completion of PIA/pilot privacy risk mitigation to minimize exposure to sensitive institutional data.
Copilot M365 Chat	Microsoft tool for content creation and summarization	Medium Risk	Although M365 chat can meet privacy/information security requirements of personal information, using PI as part of a process in M365 requires a use-case PIA.
Copilot Personal	General-purpose Microsoft Copilot for individual use	Low Risk	Do not enter personal or confidential information.
ChatGPT	Conversational AI tool	Low Risk	Do not enter personal or confidential information.
Perplexity.AI	Web Search & Conversational AI tool	Low Risk	Do not enter personal or confidential information.

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Synthesia	AI-powered video generation	Low Risk	Do not enter personal or confidential information.
Topaz Photo AI	Photo enhancement tool	High Risk	Do not enter Very-High Risk information (e.g. SIN, Government ID, Personal Health). Avoid use of personal images and copyright material if “upload images” & usage tracking is enabled.
Teams Premium – Intelligent Recap	Meeting summary generation	High Risk	Obtain consent before recording others. Refer to PIA Guidelines for Meeting Transcription & Assistant Tools.
Zoom AI Companion	Video conferencing assistant	High Risk	Obtain consent before recording others. Refer to PIA Guidelines for Meeting Transcription & Assistant Tools
Glean.co	Assistive note-taking for students with accommodations	High Risk	Do not enter Very-High Risk information (e.g. SIN, Government ID, Personal Health). Consent is required for audio recordings. Assessed for academic purposes.
Otter.ai	Meeting Assistant / transcription tool	Low Risk	Obtain consent before recording others. Refer to PIA Guidelines for Meeting Transcription & Assistant Tools.
Fathom.ai	Meeting Assistant / transcription tool	Low Risk	Obtain consent before recording others. Refer to PIA Guidelines for Meeting Transcription & Assistant Tools.
Scribe	Automated documentation for workflows	Medium Risk	Do not enter personal information.
Cogniti	Student AI Readiness Assurance Chatbot	High Risk	Students should avoid over sharing of personal information.
Studiosity	CTLT pilot for AI writing feedback tool that will be made available to students	High Risk	Students should avoid over sharing personal and Very-High risk information.

Ednius AI	Automated Grading & Feedback	Medium Risk*	Use must remain optional for students, minimize collection & retention of information and transparent communication potential risks for students.
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Suno Wellness AI	AI-powered student wellness application	High Risk	Use must remain optional for students, minimize collection & retention of personal information and transparent communication potential risks for students.
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[*See the comprehensive list of Risk Levels](#)

Bespoke Solutions

Custom-built tools developed to meet specific UBC objectives.

Tool	Description	Permitted Information Level* (based on review)	Privacy Considerations
AI Learning Assistant	Pilot for a Custom educational assistant	High Risk	Assessment did not consider using AI Learning Assistant for assessment of students, only learning.
Service Now Smart Triage	Machine Learning Assignment Group prediction for Service Now	High Risk	Data masking and minimization ticket data prior to use for training and inference and clear operational playbooks to support model validation and sustainment.
Help Me Course Assistant	Conversational Chatbot for Students to ask course related FAQ's	High Risk	Accuracy disclaimers and collection notices, human-in-the loop design features with clearly defined guidance and responsibilities for instructors. Ensure compliance with UBC's ISS.

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Platform Solutions

Comprehensive AI platforms for developing and managing machine learning models.

Tool	Description	Permitted Information Level* (based on review)	Privacy Considerations
Comm100	Live chat and AI chatbot for queue management	High Risk	Use case Specific: PIA required unless there is no personal information. Refer to PIA Guidelines for AI Solutions.
UiPath	Robotic process automation	High Risk	Use case Specific: PIA required unless there is no personal information.
AWS SageMaker / Bedrock	Machine learning and generative AI platforms	Medium Risk	Use case Specific: PIA required unless there is no personal information. Refer to PIA Guidelines for AI Solutions.
Azure OpenAI Service	Microsoft's generative AI platform	Medium Risk	Use case Specific: PIA required unless there is no personal information. Refer to PIA Guidelines for AI Solutions.

[*See the comprehensive list of Risk Levels](#)

Embedded Solutions

AI functionality built into systems already in use at UBC, such as M365 or Workday.

Tool	Description	Permitted Information Level* (based on review)	Privacy Considerations
Adobe Photoshop	Various AI features to enhance images such as generative fill	High Risk	Do not enter Very-High Risk information (e.g. SIN, Government ID, Personal Health). Use a UBC provided license.
Workday Assistant	AI tool for HR-related queries	Medium Risk	Do not enter personal or confidential information.

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Tool	Description	Permitted Information Level* (based on review)	Privacy Considerations
Ascend	Invoice processing assistant	Medium Risk	Do not enter personal or confidential information.
Salesforce Einstein	AI-power analytics in Salesforce	High Risk	Do not enter very-high risk information (e.g. SIN, Government ID, Personal Health Information)

[*See the comprehensive list of Risk Levels](#)

