

When AI goes wrong

Keep this where the AI lead and managers can find it fast. Speed and honesty matter more than being perfect.

1 • Stop

Pause the tool or automation. Don't delete anything. Don't fix it alone.

2 • Tell the AI lead today

[name] · [phone]

[email]

3 • Tell the people affected

As soon as you can, and within [number] days. Use the notice below.

4 • Fix it and learn

Change what caused it. Write it in the incident log in the AI register.

What counts

- AI output went out that shouldn't have (wrong facts, wrong person, wrong tone).
- Personal information went into a tool it shouldn't have.
- An automation did something it wasn't allowed to do.
- Someone was fooled by a fake message, voice or image.

The AI lead also checks whether privacy law requires reporting a breach, and to whom.

Notice to people affected

Dear [name],

On [date], we found that [what happened, in one or two plain sentences]. This involved [what information or message].

We have [what you did to stop it]. We're also [what you are changing so it does not happen again].

We're sorry. If you have questions or concerns, please contact [name] at [phone or email].

[Your name, role, organization]