

# AI GOVERNANCE POLICY

<b>Policy Owner</b>	Chief Information Officer
<b>Contact Person</b>	Chief Information Officer
<b>Approval Date</b>	To be approved by Te Papa Board following a recommendation by Tikanga Haumarū
<b>Next Review</b>	12 months, with an update in 6 months

## Purpose

1. The purpose of this policy is to outline the approach, direction and key roles and responsibilities for the use of Artificial Intelligence (AI) at Te Papa.

## Type of Policy

2. This governance policy outlines our AI approach at Te Papa consistent with applicable legislation, guidance and established best practice.
3. Te Papa aims to clearly communicate how our AI approach aligns with government guidance and GLAM (Galleries, Libraries, Archives, and Museums) best practices, both internally and externally.
4. Our AI governance policy has been developed for our context and to maintain public trust, while building staff skills, encouraging innovation, and improving productivity. It ensures our AI initiatives suit Te Papa's unique environment, consider our environmental impact, and increase New Zealanders' access to our resources and collections.

## Policy Statement

5. The policy establishes the following direction:
  - a) to enable and empower kaimahi to safely innovate and effectively incorporate AI into their work
  - b) Build trust and confidence with Iwi, hapū. Whānau, New Zealanders and the sector in Te Papa's use of AI, supported by robust guardrails.

## Scope

6. This policy applies to all people working at Te Papa. This includes secondees, volunteers, contractors, and consultants. It will also be expected to be included in engagement with third party contractors and services.
7. In recognition of the fast nature of change and that over time AI will become embedded in practice, this policy has a one-year timeframe, with a review undertaken by the policy owner after six months to gauge learnings and to report back these learning to ELT.

## Relevant legislation

8. The Museum of New Zealand Te Papa Tongarewa Act 1992 (the Act) defines the purpose and functions of Te Papa. Te Papa is an autonomous Crown entity under the Crown Entities Act 2004 (CEA). Section four, the purpose of Te Papa, implicitly requires Te Papa to be a trusted organisation.
9. The Board has the overall responsibility for operating in accordance with the above Acts and relevant legislation, for example S22 Information privacy principles from the Privacy Act 2020, the Copyright Act 1994, and intellectual property law. It is also responsible for monitoring and reporting Te Papa performance.

## Alignment with established frameworks

10. The New Zealand government has developed a framework supporting the responsible use of Artificial Intelligence (AI) technologies across the New Zealand Public Service. The Public Service AI Framework sits within the National AI Strategy. Te Papa will keep abreast of all changes in this area.
11. As a Tiriti-based museum, Te Papa recognises the Māori data governance (including data sovereignty) requirements implicit in the museum's Mana Taonga principle. Te Kāhui Raraunga has developed a Māori Data Governance Model that has been designed for use across the Aotearoa New Zealand public service, recognising that Māori data is a taonga that requires culturally grounded models of protection and care. Although Māori data governance is broader than this AI policy, this policy must be aware of and support the expectations of Māori data governance.
12. Appendix A outlines the various terms, definitions and concepts that are referenced in this policy, and frequently used in AI. These definitions come from the [Glossary of AI terms | NZ Digital government](#).

## Policy Principles of AI use

13. At Te Papa the following key principles inform our approach to AI:

### *Principles related to enabling and empowering kaimahi<sup>1</sup>*

- a) **Emphasising talent and creativity** to develop internal and external AI knowledge and skills, whilst safeguarding the knowledge, expertise and creativity of kaimahi
- b) **Prioritising the productivity and job satisfaction** of kaimahi and the organisation by leveraging AI to simplify tasks, boost efficiency and create new opportunities
- c) We will enable environments for safe experimentation, testing, and evaluation of new AI ideas and technologies, fostering innovation while safeguarding operational systems.

### *Principles related to maintaining trust and confidence*

- d) **Recognising Māori rights and interests** including the application of Mana Taonga, Te Tiriti, and Māori Data Governance frameworks and principles in decision making
- e) **Considering security, privacy, policy and legislation** by incorporating Te Rautaki - Hāpai Ahurea, Tūrangawaewae, Papatūānuku, Te Papa policies and legislation in decision making.
- f) **Ensuring human oversight, transparency and accountability** means content created or modified by AI must be reviewed by a qualified human to ensure the robustness of the output and it is reliable, fair, and consistent with organisational standards. It also requires clearly communication when AI is being used, how it is being used, and what tools are being used (including tool versions if applicable) for any use of AI for either internal or external purposes.
- g) **Informed use and serving the public** means that use and processes should align with the Rautaki and our policies ensuring that they do not unjustly harm, exclude, disempower, or discriminate against individuals or particular groups, while actively reducing bias and supporting data ethics.
- h) **Considering environmental impacts** means making choices when using AI that minimise negative impact on Papatūānuku

14. The public service Standards of Integrity and Conduct also apply to all uses of AI.

## Other related internal policies and guidance

15. The following internal policies are relevant for this AI policy:
  - [Mātauranga Māori Strategy](#)
  - [Risk Management Policy](#)
  - [Health Safety and Wellbeing Policy](#)

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<sup>1</sup> For the purpose of this policy kaimahi refers to all staff and people leaders within Te Papa

- [Privacy and Personal Information Policy](#)
- [Information Technology Policy](#)
- [Official Information Act Policy](#)
- [Code of Professional Conduct](#)
- [Intellectual Property Policy](#)
- [Mana Taonga Principle 0992.doc](#)

16. The following guidance links are relevant for this AI policy:

- [Te Kāhui Raraunga – Māori Data Governance Model](#)
- [Artificial intelligence \(AI\) | NZ Digital government](#)

### Key Roles and Responsibilities

17. The key roles and responsibilities for AI at Te Papa are outlined in the table below.

Role	Responsibilities
<b>Te Papa Board</b>	<ul style="list-style-type: none"> <li>• Responsible for ensuring there is a fit-for-purpose AI policy in place for Te Papa, which enables and empowers kaimahi to use AI in a way that will maintain the trust and confidence of the Minister, MCH, Māori and all New Zealanders.</li> <li>• Continue to build their own governance capability for AI.</li> </ul>
<b>Tumu Whakarae and Kaihautū (Chief Executive and Māori Co-Leader)</b>	<ul style="list-style-type: none"> <li>• Responsible for ensuring Te Papa meets its obligations under the policy.</li> <li>• Promote and communicate the importance and value of AI to Te Papa, and our role to maintain trust and confidence.</li> <li>• Provide assurance to the Board that Te Papa has a ‘fit-for-purpose’ approach to AI that meets the vision of the policy.</li> </ul>
<b>Directors (Tier 2 Leaders)</b>	<ul style="list-style-type: none"> <li>• Provide leadership, commitment and support to embed the AI policy within their Directorates, and to ensure that kaimahi have the opportunity for the development of AI skills and expertise.</li> </ul>
<b>Heads (Tier 3 Leaders)</b>	<ul style="list-style-type: none"> <li>• Responsible for embedding the AI policy into operational activities within their business area.</li> <li>• Ensure new and existing kaimahi in their teams are made aware of and comply with the policy, and related policies, and understand their roles and responsibilities before, during and after an incident.</li> <li>• Immediately escalate breaches of Policy to Chief Information Officer and Privacy Officer as relevant</li> <li>• Ensure AI readiness and response capabilities and supporting arrangements are in place within their teams.</li> <li>• Participate in AI activities including relevant training.</li> </ul>
<b>Chief Information Officer</b>	<ul style="list-style-type: none"> <li>• Responsible for the development and continuous improvement and regular review of the AI policy and supports and ensuring compliance and best practice.</li> <li>• Supports the organisation to enhance AI capability.</li> <li>• Provides assurance to the Co-Leaders, ELT and Board that the AI Policy and Framework are operating as expected.</li> <li>• Activate Te Papa’s processes following an incident of improper use of AI that is in contradiction to the principles of AI use.</li> </ul>

<p><b>Kaimahi</b></p> <p><b>Note:</b> applies to secondees, volunteers, contractors, and consultants.</p>	<ul style="list-style-type: none"> <li>• Maintain an awareness and familiarity with this policy.</li> <li>• Participate in relevant AI activities including training as required to build capability and maintain trust and confidence.</li> <li>• Report immediately a breach of policy, and ensure it is dealt with promptly.</li> </ul>
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**Monitoring of the policy**

- 18. The Chief Information Officer must monitor the implementation of and compliance with this policy.
- 19. The Board must oversee and monitor the AI Policy for assurance and confidence that appropriate decisions and reporting processes are in place and are operating as intended.

**Breaches of the policy**

- 20. Non-compliance with this policy may be considered a breach of the Te Papa Code of Professional Conduct.

**Training**

- 21. The Chief Information Officer is responsible for providing guidance and support to Te Papa kaimahi in implementing this policy.

**Review**

- 22. This policy is maintained by the Chief Information Officer and will be updated in 12 months, or as required sooner due to changes in legislation and/or recognised best practice, and/or after a major change that enables reflection and analysis of approach.

**APPROVAL BY:**

<b>Recommending authority</b>	Te Papa Executive Leadership Team
<b>Approval authority</b>	The Te Papa Board
<b>Date</b>	TBD
<b>Approved</b>	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

## Appendix A - Definitions

The table below outlines the various terms, definitions and concepts that are referenced in this policy, and frequently used in AI. These definitions come from the [Glossary of AI terms | NZ Digital government](#).

Term	Definition
<b>AI-Generative (GenAI)</b>	Generative AI is a type of AI system that can create or generate new content such as text, images, video and music based off models and patterns detected in existing datasets. (OECD)
<b>AI system</b>	An AI system is a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.
<b>Data ethics</b>	<p>Data ethics refers to the study and practice of ethical issues related to data, including its generation, recording, processing and distribution, and use. It encompasses principles and standards that guide the responsible and fair handling of data to ensure the rights and privacy of individuals are protected.</p> <p>Key principles of data ethics:</p> <ul style="list-style-type: none"> <li>• <b>Privacy:</b> Ensuring that personal information is collected, stored, and used in ways that protect individuals' privacy and comply with legal requirements.</li> <li>• <b>Transparency:</b> Being open about how the data is collected, used, and shared.</li> <li>• <b>Consent:</b> Obtaining informed consent from individuals before collecting their data.</li> <li>• <b>Security:</b> Protecting data from unauthorised access, breaches, or cyberattacks to maintain its confidentiality, integrity, and availability.</li> <li>• <b>Fairness:</b> Ensuring data practices do not result in discrimination or bias and that data will be used in ways that are both equitable and just.</li> <li>• <b>Accountability:</b> Holding organisations and individuals accountable for their data practices and ensuring there are mechanism in place to address any issues if they arise.</li> </ul>
<b>Human oversight</b>	Human in the loop refers to the involvement of human oversight and decision-making in the processes that involve AI and automated systems. This approach allows for critical decisions, especially those impacting individuals, to be reviewed, verified, and influenced by human judgement and expertise
<b>Māori Data Governance</b>	<p>Māori data governance refers to the principles and practices that ensure Māori data is collected, managed, and used in a way that respects Māori values, rights, and interests.</p> <p>Key aspects of Māori data governance include:</p> <ul style="list-style-type: none"> <li>• <b>Data Sovereignty</b> – ensuring Māori data is subject to Māori governance and control.</li> <li>• <b>Ethical use</b>, promoting the ethical use of data to enhance wellbeing of Māori people, language, and culture.</li> <li>• <b>Advocating for Māori involvement</b> in the governance of data repositories and decision-making processes.</li> <li>• <b>Safeguarding the quality and integrity</b> of Māori data.</li> </ul>