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LEGAL CENTER

HSJ Host AI Policy

How we use AI tools, and how we protect your data when we do.

Last updated: 14 October 2026

Introduction

This AI Policy explains how HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our"), uses artificial intelligence (AI) tools, including large language models (LLMs), and how we protect customer data when we do.

1. Scope

This policy applies to HSJ Host and its sub-brands, including hsj.dev. It covers AI tools used by our staff and contractors, and any third-party AI services we use in our work.

2. How We Use AI

We use AI tools in some cases, not as a standard part of every task. Where we use them, it is to help our team work more efficiently, for example:

- **Content:** helping draft or edit website, blog and knowledge base content.
- **Internal work:** helping with drafting, research and writing or reviewing code.
- **Client projects:** helping with parts of web design and development work for clients.

AI tools assist our staff. They don't replace them. A person reviews and is responsible for anything produced with AI before it is published, delivered to a client or used in our systems.

We do not currently use AI to respond to support tickets, or to make automated decisions about customers' accounts, billing or services.

3. Our Principles

- **Human oversight:** qualified staff review AI-assisted work and remain accountable for it.
- **Privacy and security:** we protect customer data when using AI tools (see section 4).
- **Accuracy:** we check AI-assisted content for accuracy before publishing it.
- **Fairness and the law:** we use AI in line with Australian law, including privacy, consumer and copyright law.
- **Transparency:** if you ask, we will tell you whether AI tools were used in work we did for you.

4. Customer Data and AI

- We do not enter customer files, passwords, credentials or private communications into third-party AI tools without the customer's consent.

- We do not allow customer data to be used to train external AI models.
- Where staff use AI tools for client projects, they only share the information needed for the task, and only with tools we have approved for that purpose.
- We handle any personal information involved in line with our Privacy Policy.

5. AI in Client Projects

- If AI tools are used to help create content, images or code for your project, it is reviewed by our team before delivery, and the intellectual property terms in our Website Design and Development Services Agreement apply.
- If you'd prefer that AI tools aren't used on your project, let us know before the project starts.

6. Using AI on Your Hosting Service

You're welcome to run or connect AI and LLM tools on your hosting or VPS service, provided that:

- your use complies with our Acceptable Use Policy, including its resource usage rules;
- you comply with privacy law, including the Australian Privacy Principles, if your AI tools process personal information; and
- you're open with your own users about where you use AI, such as AI-generated content or chatbots.

7. Oversight and Review

Our internal AI Review Board oversees our use of AI. It reviews new AI tools before we approve them, considers risks such as privacy, security, accuracy and bias, and reviews this policy regularly.

8. Questions

If you have a question about how we use AI, email legal@hsj.host.