



Privacy & Data Checklist for AI Use in Florida Cities

Use this checklist before adopting or deploying any AI tool to ensure responsible handling of data, compliance with Florida's Sunshine Law, and protection of resident privacy. This incorporates safeguards drawn from city use cases statewide and national best practices. Coordinate with legal and IT before moving forward.

Data Awareness & Classification

- Identify all data sets the AI tool will access or process.
- Classify data as public, confidential, exempt, sensitive, or personally identifiable (PII).
- Flag data types protected under Protected Health Information (PHI), Family Educational Rights and Privacy Act (FERPA), Criminal Justice Information Services (CJIS), Payment Card Industry (PCI), or other regulatory frameworks.
- Maintain a current inventory of data sources connected to each AI system.

Consent, Notice, & Transparency

- Notify residents and employees that AI tools may process their information.
- Publish a plain language disclosure describing how AI is used by the city.
- Label any public-facing AI-generated content or chatbot as "AI-assisted."
- Provide a clear path for users to escalate to a human representative.

Storage, Access, & Records Retention

- Specify where data is stored (cloud, local server, or vendor environment).
- Ensure encryption in transit and at rest.
- Log prompts, attachments, model version, approver, and sources.
- Map AI logs, outputs to the city's retention schedule (e.g., GS1-SL) and e-discovery process.
- Maintain audit trails that support Florida public records obligations.

Risk Tiering & Oversight

- Classify AI use cases as low, medium, or high risk.

- Require legal or manager sign-off for high-risk applications (e.g., eligibility, enforcement).
- Keep a human in the loop for decisions that affect residents' rights or benefits.
- Review AI performance and data handling at least quarterly.

Vendor & Contract Controls

- Obtain written data protection documentation and security testing results.
- Include contract clauses for “no training on city data,” zero retention, purge timelines, and U.S. data residency.
- Require breach notification within defined timeframes and provide audit rights.
- Document ownership of all city inputs and outputs.

Ensure vendors comply with Sunshine Law, records retention, accessibility standards, and other applicable state and federal laws.

Security & Technical Safeguards

- Restrict plug-ins and external connectors to an approved allow-list.
- Apply single sign-on (SSO) and role-based access controls.
- Integrate AI security into the city's broader cybersecurity plan.

Accuracy, Bias, & Quality Control

- Require AI-generated content to include verifiable sources or citations.
- Conduct human review of any high-impact or public-facing material.
- Monitor outputs for factual accuracy, bias, and discrimination risk.
- Document correction or retraction steps for inaccurate or harmful results.

Accessibility & Language Access

- Ensure all AI interfaces and outputs comply with WCAG 2.1 accessibility standards.
- Offer multilingual support or translation disclaimers for local languages.
- Use plain language for all resident-facing AI communications.

Legal & Policy Governance

- Maintain a written AI use policy for data handling, input/output restrictions, and copyright/IP issues.

- Assign policy ownership jointly to the City Attorney and CIO (or equivalent).
- Align safeguards with state and federal privacy, cybersecurity, and records laws.

Incident Response & Continuous Improvement

- Maintain playbooks for AI-related incidents (data leaks, biased outputs, misinformation).
- Define notification procedures for residents, vendors, and regulators.
- Suspend or retire tools that fail to meet accuracy or performance thresholds.

Workforce Training & Communication

- Train staff on AI privacy and records retention.
- Prohibit use of AI to monitor or evaluate employee performance without notice.
- Communicate AI usage policies to all departments, contractors, and relevant vendors.
- Maintain a feedback mechanism for staff or residents to report concerns.

Need guidance? Contact the [Florida League of Cities](#) for support on policy, procurement, and training resources.