AI at work: what your business needs to do under the EU AI Act

If anyone in your business uses ChatGPT, Copilot, an AI note-taker or the AI built into your everyday software for work, your business is a **deployer** under the EU AI Act. Size does not matter, and free tools count too.

What already applies

Since 2 February 2025	**AI literacy:** take measures to support the AI literacy of staff who use AI on your behalf. No certificate is required, but you should be able to show what you have done.
Since 2 February 2025	**Banned uses:** for example, AI that infers employees' emotions at work, social scoring, or manipulative techniques that cause harm.
Since 2 August 2026	**Transparency:** label realistic AI-generated images, audio or video you publish, and tell people when you expose them to emotion recognition.
From 2 December 2027	**High-risk uses:** AI in recruitment, managing staff, credit decisions or education must be used with trained human oversight, kept logs and staff informed in advance.

The GDPR continues to apply whenever personal data goes into or comes out of an AI tool.

Five steps to take this month

- [ ] **List the AI you use.** Chat assistants, AI features in existing software, and anything staff use on personal accounts.
- [ ] **Rule out banned uses.** Check that nothing infers emotions at work, scores people socially or manipulates customers.
- [ ] **Train your staff and set rules.** Approved tools, what never goes in, when a person must check the output. Keep a record of who completed the training.
- [ ] **Check your transparency.** Customers should know when they are talking to a chatbot; label realistic AI-generated content you publish.
- [ ] **Flag uses that affect people.** If AI plays a part in hiring, managing staff or decisions about customers, plan now for December 2027.

Where to start: free and low-cost help

Free

Guide: Is my business a deployer?

A six-minute read on what the AI Act means for a small business.

cyber-safe.eu/resources/is-my-business-a-deployer/

Free

"AI at work" staff course

20 minutes, seven languages, no sign-up. Staff who pass the quiz get a record of completion with a number anyone can check.

cyber-safe.eu/resources/ai-at-work-course/

Free

AI Act self-check

Ten questions on your AI Act position, with your gaps ranked. Runs in your browser.

cyber-safe.eu/resources/ai-act-self-check/

€195

AI Deployer Passport

A 30-minute online self-assessment: six ratings, an ordered action list and a dated statement you can share. 12 months, excl. VAT.

cyber-safe.eu/services/ai-deployer-passport/

€295

Passport + team pack

Everything in the Passport, plus a team code for up to 25 staff and a register of who completed the course. 12 months, excl. VAT.

cyber-safe.eu/services/ai-deployer-passport/

Scan for the free staff course

Share it with everyone in your team who uses AI.

Scan for the AI Deployer Passport

See the sample statement and what the 30 questions cover.

Shared with you by _____

Your discount code _____

The AI Deployer Passport is a self-assessment. It is not a certificate, an audit or legal advice. This handout is general information about Regulation (EU) 2024/1689 as amended by Regulation (EU) 2026/1744, current at October 2026; it is not legal advice.