ProcessUnity AI Statement

Our Philosophy on Artificial Intelligence
At ProcessUnity, we believe that artificial intelligence (AI) is a transformative technology that, when developed and deployed responsibly, can deliver significant value to our customers, partners, and the broader community. Our approach to AI is rooted in our core values of trust, innovation, curiosity and passion. We are committed to harnessing AI to enhance risk management, streamline workflows, and empower organizations to make faster, data-driven decisions—while always prioritizing safety, security, and fairness.

Responsible AI Design, Development, and Use

- **Expertise:** ProcessUnity's data science team members have graduate degrees in Mathematics, Data Science, or Machine Learning, multiple having contributed original work in their fields of expertise and all with years of experience developing AI previously and at ProcessUnity. Our subject matter experts stay current with evolving AI principles and risks through ongoing professional education, active participation in industry forums, and continuous learning initiatives.
- **Transparency**: We provide clear, accessible information about how AI is integrated into our products and services. Our Trust Center offers detailed documentation on our AI models, their intended use, and the safeguards in place to protect user data and privacy.
- **Ethics & Fairness**: Our AI systems are designed and continuously audited to minimize bias and promote fairness. We use diverse, representative datasets and regularly review our algorithms to identify and mitigate potential sources of bias.
- **Privacy & Security**: All data processed by our AI technologies is encrypted in transit and at rest. We discard user-provided inputs after processing and adhere to strict data protection standards, ensuring that sensitive information remains secure.
- **Risk Management**: We assess and manage risks associated with AI through robust governance frameworks, ongoing monitoring, and human oversight. Our responsible AI practices are aligned with industry standards and regulatory requirements. Additionally our AI systems are tested by independent penetration testers on an annual basis or more frequently as required due to significant changes.
- **Accountability**: We maintain clear lines of accountability for our AI systems. Our teams are trained to respond to incidents, address concerns, and provide support whenever questions arise about our AI's operation or impact.
- **Third-Party Models:** We develop and train our own proprietary AI models to ensure they meet our rigorous standards for quality, security, and compliance. When third-party models are incorporated, they undergo thorough vetting processes to confirm adherence to security protocols, regulatory requirements, and intellectual property usage rights.
- **Compliance**: Our AI systems are designed in strict compliance with applicable laws and regulations, and we leverage leading global AI frameworks to ensure ethical, transparent, and responsible deployment. This commitment helps us maintain the highest standards of governance and fosters trust with our customers and stakeholders.

Design for Trust & Value

- **User-Centric Design**: AI features in ProcessUnity products are built to augment—not replace—human expertise. We focus on making our tools intuitive, reliable, and supportive of our users' workflows.
- **Continuous Improvement**: Our AI models are regularly updated to reflect changes in industry language, regulations, and best practices. We welcome feedback from our customers and partners to help us refine and improve our offerings. While AI systems can occasionally make mistakes, we proactively monitor their performance and implement comprehensive precautions to minimize and prevent errors.
- **Innovation with Integrity**: We invest in developing proprietary AI technologies that deliver accuracy, speed, and confidence in risk management. Our solutions are framework-agnostic, adaptable, and integrated directly into our platform for seamless user experience.
- **Data Ownership:** Customers retain full ownership of their data at all times, even when it is processed by our AI systems.

Commitment to the Community

ProcessUnity is dedicated to building trust through transparency and responsible innovation. We actively share information about our AI practices, security controls, and compliance efforts. Our Trust Center is designed to be approachable for business leaders and detailed enough for security practitioners, with clear paths to request additional documentation as needed.

We recognize that AI's impact extends beyond technology—it shapes relationships, influences decisions, and affects society. That's why we are committed to ongoing dialogue, education, and collaboration with our stakeholders to ensure our AI solutions serve the best interests of our customers and the wider community.

For more information or to request specific documentation about our AI practices, please visit the ProcessUnity Trust Center or contact our team directly.