

## **isolved, Inc. AI Assistant Usage Policy**

Version 1.0\_09122024

### **1. Introduction**

1.1 This AI Assistant Usage Policy ("Policy") is designed to ensure that our AI Assistants are used in a secure, responsible, and confidential manner. It outlines the best practices for using artificial intelligence (AI) tools, particularly when handling sensitive, proprietary, or personal data.

1.2 References to "you" or "your" pertain to any customer or individual user of the Services. References to "us," "we," or "our" refer to isolved.

1.3 isolved recognizes that the use of AI tools can pose risks to our clients' operations and customers. Therefore, we are committed to protecting the confidentiality, integrity, and availability of all company and customer data. All users are required to use AI tools in a manner consistent with our security best practices.

### **2. Overview of isolved AI Assistants**

2.1 The AI Assistant is a proprietary conversational application provided by isolved that leverages AI technologies to facilitate communication by understanding queries, retrieving relevant information, and providing straightforward responses.

2.2 The AI Assistant's responses are purely informational and should not be construed as official advice or opinions of isolved or any other entity.

2.3 The AI Assistant does not provide legal, financial, or other professional advice. Responses should not be used for decision-making processes or as automated decision support.

2.4 Response times and the accuracy of the AI Assistant may vary due to the nature of the technology, and there may be delays in processing queries.

### **3. Functionality**

3.1 The AI Assistant uses Natural Language Processing (NLP) technologies to facilitate effective communication between users and the system. It processes user queries, finds relevant information, and provides user-friendly answers.

3.2 The AI Assistant is built using technologies from third-party providers, such as Microsoft Azure and OpenAI, and is trained on publicly available data, corporate data, or publicly accessible databases.

3.3 isolved strives to ensure the AI Assistant provides accurate and up-to-date information. However, due to the nature of algorithmic models, we cannot guarantee the absolute accuracy or completeness of its responses. isolved is not liable for any errors, omissions, or inaccuracies in the information provided by the AI Assistant.

3.4 The AI Assistant continually improves through user feedback and internal evaluations. Your feedback is valuable and helps enhance its functionality.

## 4. Usage Limitations

4.1 To maintain security and prevent misuse, a character limit is set for questions submitted to the AI Assistant.

4.2 Users must not submit content that is offensive, threatening, defamatory, harmful to minors, derogatory, or in violation of intellectual property rights, including hate speech, harmful software, malware, or any other illegal content.

4.3 Violations of this policy may result in temporary suspension from using the AI Assistant. If you believe the suspension was incorrect, please contact us at: <https://www.isolvedhcm.com/trust-center/security/report>.

## 5. Data Protection and Privacy

5.1 Users must not upload or share data that is confidential, proprietary, or regulated without prior approval from isolved Privacy Officer or Compliance department.

5.2 isolved only processes the user's email address and username to identify users, create support tickets, and address queries. The AI Assistant does not require or process any other personal data.

5.3 isolved implements measures to safeguard user privacy, such as:

- Conversations are deleted from the browser's temporary memory after you close the AI Assistant.
- The AI Assistant is hosted in data centers within the European Union, complying with applicable data protection regulations.
- No user data is used for training the AI Assistant or any other AI model.

5.4 No automated decision-making processes are employed that would have legal effects or similarly significant impacts on the user.

5.5 These terms are in addition to isolved's existing data protection policies, which continue to apply.

## 6. Local Storage

6.1 isolved utilizes the browser's local storage to ensure a functional user experience. Local Storage is a web standard that allows data to be stored and retrieved on a session basis. This data is limited to non-personal identifiers and session state data, which are essential for maintaining the continuity and quality of the user's interaction with the AI Assistant.

6.2 Local Storage is not used for tracking purposes, and conversations are retained for a maximum period of twelve (12) months to enhance the AI Assistant's functionality; however, information may be deleted in accordance with our privacy and data retention policies.

## 7. Limitation of Liability

7.1 By using the AI Assistants provided by isolved, users acknowledge the inherent risks associated with AI technologies, including potential inaccuracies, biases, and unexpected outcomes. Users accept these risks and agree to use the AI tools at their own discretion.

7.2 isolved shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the use of the AI Assistants, even if advised of the possibility of such damages. Use of this AI Assistant is done so in accordance with the isolved terms and conditions [here](#).

7.3 Users must comply with all applicable laws, regulations, and isolved policies when using the AI Assistants. Misuse or violation of these terms may result in civil or criminal liability.

## 8. Contact and Further Information

8.1 For questions or further clarification regarding this Policy, please contact us at [privacyoffice@isolvedhcm.com](mailto:privacyoffice@isolvedhcm.com). We are here to address any specific concerns or inquiries.