

## VII. AI Statement

### 1. Introduction

Jana Helps recognises the growing importance of 'AI' Artificial Intelligence and is monitoring developments.

AI is not unknowingly used by the company nor is it used for profiling or customer monitoring practices.

This AI Ethics and Use Policy outlines the principles and guidelines governing the ethical use of artificial intelligence (AI) technologies within Jana Helps. The purpose of this policy is to ensure that as AI is developed, deployed, and utilized in a manner that aligns with ethical standards, respects human rights, and promotes the well-being of individuals and society.

### 2. Ethical Principles

#### 2.1. Transparency

AI systems developed or utilized by Jana Helps should be transparent in their operation, providing clear explanations of their decision-making processes. Users and stakeholders should have access to information about the data used, algorithms employed, and the reasoning behind AI-driven decisions

#### 2.2. Fairness

Ensure that AI systems are designed and implemented to avoid biases and discrimination. Jana Helps is committed to treating all individuals fairly, regardless of factors such as race, gender, ethnicity, or other protected characteristics

#### 2.3. Accountability

We have established mechanisms for accountability in AI development and deployment. With defined roles and responsibilities, to hold individuals and teams accountable for the ethical use of AI and implement processes for addressing and rectifying any unintended consequences or ethical violations

#### 2.4. Privacy

We respect and protect individuals' privacy rights throughout the AI lifecycle and minimize data collection to what is necessary for the intended purpose, implementing robust security measures to safeguard sensitive information

#### 2.5. Accessibility

Where appropriate we strive to make AI technologies accessible to all individuals, including those with disabilities. Our management team ensure that AI applications are designed and tested to be inclusive and usable by diverse user groups

### **3. Data Governance**

All personal data is collected in accordance with GDPR and our Data Protection Policy

#### **3.1. Data Quality**

Ensure the accuracy, completeness, and relevance of the data used to train and operate AI systems. Regularly review and update datasets to mitigate biases and inaccuracies

#### **3.2. Informed Consent**

Obtain informed consent from individuals when collecting and using their data for AI purposes. Clearly communicate the purposes of data collection and how the data will be used

#### **3.3. Data Security**

Implement robust security measures to protect data from unauthorized access, disclosure, alteration, and destruction. Regularly assess and update security protocols to address emerging threats.

### **4. Human Augmentation and Collaboration**

#### **4.1. Human Oversight**

Maintain human oversight in AI decision-making processes. AI should complement human abilities and decision-making rather than replace or undermine human judgment

#### **4.2. Collaboration**

Encourage collaboration between AI systems and human experts. Foster interdisciplinary approaches that combine the strengths of AI technologies with human insights and values

### **5. Compliance and Continuous Improvement**

#### **5.1. Legal Compliance**

Adhere to all relevant laws, regulations, and standards related to AI development and use. Stay informed about evolving legal requirements and update policies accordingly

#### **5.2. Continuous Improvement**

Regularly review and update this policy to reflect advancements in AI technology, changes in societal expectations, and emerging ethical considerations. Encourage a culture of continuous improvement in ethical AI practices

### **6. Reporting Violations**

Establish a mechanism for reporting ethical violations or concerns related to AI use. Ensure that individuals feel empowered to report potential issues without fear of retaliation

### **7. Training and Awareness**

Foster a culture that values ethical considerations and encourages responsible AI practices