# Artificial Intelligence Acceptable Use Policy

1. **Scope**

This Artificial Intelligence Acceptable Use Policy ("Policy") applies to customers' use of all services offered by ComplianceQuest, Inc. ("CQ"), or third-party products, applications or functionality that interoperate with services offered by CQ, that incorporates Generative AI technology and artificial intelligence (the "CQ AI Services").

CQ is committed to developing safe, fair, and accurate AI services and providing customers with tools and guidance to assist them in building and using CQ AI Services responsibly.

2. **Changes to Policy**

CQ may change this Policy by posting an updated version of the Policy to CQ's Support Portal and such updates will be effective upon posting. A customer's violation of this Policy will be considered a material breach of the Master Service Agreement ("MSA") and/or other agreement governing the customer's use of the services.

3. **How CQ uses Customer Data**

A. Customer data is used to train, build or improve CQ AI Services models that are specific to the customer.

B. CQ will not use customer's data to train, build and improve CQ AI Services models that are not solely specific to the customer.

C. Customer understands and agrees that certain CQ AI Services will transmit customer's data solely for the purposes of delivering the AI functionality as intended to the third party AI providers such as Salesforce, OpenAI, Microsoft and Amazon. Such transmitted data is not expected to be stored or used by the third party AI provider's framework.

D. Customer's data is not shared. CQ does not share customer data with third parties without customer's permission. Customer's data, including the data generated through customer's use of CQ AI Services, are kept private and are not disclosed to third parties.

4. **Disallowed Usage**

Customers and its users may not use the CQ AI Services nor any third-party product, application or functionality which interoperates with CQ's Services that incorporates the CQ AI Services, including Generative Artificial Intelligence or machine learning, for the following:

- for intentional disinformation or deception;
- to violate the privacy rights of others, including unlawful tracking, monitoring, and identification;
- to depict a person's voice or likeness without their consent or other appropriate rights;
- to harass, harm, or encourage the harm of individuals or specific groups;
- to intentionally circumvent safety filters and functionality or prompt models to act in a manner that violates CQ's Policies;
- to perform a lethal function in a weapon without human authorization or control;
- Generate individualized advice that in the ordinary course of business would be provided by a licensed professional. This includes, for example, financial and legal advice;
- Generate or provide individualized medical advice, treatment, or diagnosis to a consumer or end user;
- Target, generate, or distribute political campaign materials for external public or semi-public audiences.

Political campaign material refers to material:
  - That may influence a political process, such as an election, passage of legislation, regulation or ballot measure, judicial ruling, and content for campaigning purposes; or
  - Soliciting financial support for (i).
- Submit, generate or distribute sexually explicit material or adult products, non-consensual intimate imagery, deepfake or deep-nude pornography or sexual chatbots or engage in erotic chat.

Nothing in this Section prohibits a customer from using CQ AI Services to support a licensed professional where the CQ AI Services were not leveraged in the generation of individualized advice. However, when a customer uses CQ AI Services to otherwise assist in providing individualized advice (e.g., summarization) there must be a qualified person in the loop reviewing the output. For clarity, this does not otherwise prohibit using the CQ AI Services in these industries for other purposes, such as customer support.

5. **Responsible AI Requirements**

A. If customer uses the CQ AI Services to make consequential decisions, customer must evaluate the potential risks of its use case and implement appropriate human oversight, testing, and other use case-specific safeguards to mitigate such risks. Consequential decisions include those impacting a person's fundamental rights, health, or safety (e.g., medical diagnosis, judicial proceedings, access to critical benefits like housing or government benefits, opportunities like education, decisions to hire or terminate employees, or access to lending/credit, and providing legal, financial, or medical advice). Customer agrees to provide information about its intended uses of the CQ AI Services upon request.

B. Customer and its end users are responsible for all decisions made, advice given, actions taken, and failures to take action based on customer's use of the CQ AI Services. The CQ AI Services use machine learning models that generate predictions based on patterns in data. Output generated by a machine learning model is probabilistic, and generative AI may produce inaccurate or inappropriate content. Outputs should be evaluated for accuracy and appropriateness for customer's use case. ComplianceQuest does not accept liability for any losses or damages caused by customer's use of the CQ AI Services nor for any decisions made, advise given, actions taken or failure to take action based on customer's use of the CQ AI Services.

6. **Disclosure**

A. Customers must disclose when end users or consumers are interacting directly with automated systems, such as Einstein bots or similar features, unless obvious from context or where there is a human in the loop.

B. Customers may not deceive end users or consumers by misrepresenting content generated through automated means as human generated or original content.

7. **Notices**

A. NOTICE OF HIGH RISK USE: AI technology will continue to be used in new and innovative ways, and CQ encourages customers to consider if their use of these technologies is safe. The CQ AI Services are not intended for high risk uses that could result in the death or serious bodily injury of any person or in other catastrophic damage, including through warfare or the operation of critical infrastructure.