AI POLICY

OUR APPROACH TO AI WITHIN THE DTG (DECOS TECHNOLOGY GROUP)

We integrate artificial intelligence into our products to help organizations work smarter, faster, and more intuitively. Whether it's through conversational interfaces, intelligent search, or context-aware assistance, our AI features are designed to support users, and these features are built to be safe to use.

RESPONSIBLE USE OF AI

AI in DTG products is used to enhance functionality and user experience. This may include:

- Interpreting user input using natural language processing (NLP).
- Retrieving and presenting relevant information from existing data sources.
- Supporting users with real-time, automated assistance.

All AI features are designed to operate within the scope of the original purpose of data processing and are aligned with our customers' legal bases (e.g., performance of a contract).

DATA HANDLING AND PRIVACY

Our AI features may process data that includes personal information—such as data about citizens—already stored in our systems by our customers. We take a privacy-first approach:

- No personal data is used to train AI models.
- No personal data is stored for AI purposes.
- All processing takes place within secure environments (Microsoft Azure & the local DTG datacenters).
- Data stays strictly separated between different tenants.
- No sensitive or personal information is included in system logs. Logging is limited strictly to operational and technical metadata where needed for diagnostic purposes

We do not introduce new categories of personal data or data subjects through the use of AI.

TRANSPARENCY AND USER RIGHTS

We ensure that users are informed when AI is involved. This includes:

- Clear communication that users are interacting with an AI system.
- Full respect for all rights under the GDPR, including access, rectification, and objection.
- AI-generated responses in our products, such as chatbot output, are automatically produced and not considered original copyrighted works. Customers may use this output internally, but remain responsible for verifying its accuracy and appropriateness.

ACCURACY AND HUMAN OVERSIGHT

AI can be a powerful tool, but it's not infallible. That's why:

- AI-generated output should always be reviewed before use.
- We provide customers with the ability to review, accept, or override AI-generated suggestions or changes.
- It is the responsibility of the customer to apply human oversight where needed.

SECURE INFRASTRUCTURE AND AGREEMENTS

All AI functionalities in DTG products run within a secure, enterprise-grade infrastructure, primarily hosted on Microsoft Azure and locally within the DTG datacenters. This ensures that data is processed in compliance with strict security standards, including encryption, access control, and monitoring. We do not store or process personal data outside of these controlled environments, and any use of external AI services is governed by robust data processing agreements and appropriate safeguards.

FUTURE READINESS & CONTINUOUS IMPROVEMENT

We are actively monitoring the development and implementation of the EU AI Act and plans are in place to implement:
- Bias and fairness testing protocols
- Staff training to promote AI literacy and responsible use