

## Calabrio Principles for the Use of Artificial Intelligence

*This document outlines the core principles governing the use of artificial intelligence (AI) by Calabrio in its products and services. AI, and Generative AI in particular, is an emerging technology and is subject to an evolving regulatory landscape. Calabrio recognizes the promise and potential of AI, as well as its inherent risks. By defining these core principles, Calabrio is establishing guardrails to ensure that AI is used in its products in a safe and appropriate manner.*

### **HOW CALABRIO DEFINES AI**

- An AI tool is one that has the capability to infer, meaning that outputs, such as predictions, content, recommendations, or decisions, are derived via inference from inputs or data. This is distinct from traditional systems, including certain machine learning processes, which produce outputs based on programmatic and similar approaches. Calabrio evaluates each of its tools and uses best judgment to determine when a software tool is considered to be AI.

### **OUR CUSTOMERS WILL BENEFIT FROM AI**

- We believe that AI will help our customers be more efficient and more productive.
- We are committed to innovating and iterating, with the goal of delivering the best products to our customers. Offering AI tools within our suite of features is a natural result of this commitment.

### **CUSTOMER DATA BELONGS TO THE CUSTOMER**

- Your data is yours. We never share your data with other customers or third parties without your permission. This includes output generated from the use of our products – output that is based on your data is owned by you. Furthermore, we retain your data only as permitted by our Data Retention Policy and our MSA with you.
- We will not transfer your data without your permission. Our Master Services Agreement with you contains Data Protection terms that apply to our products, including those that incorporate AI.

### **DATA SECURITY IS NON-NEGOTIABLE**

- Data Security is central to all of us, and we abide by our security framework when using AI. See <https://www.calabrio.com/trust-center/> for information about our security practices.

### **WE PARTNER WITH OUR CUSTOMERS TO BE COMPLIANT WITH AI REGULATIONS**

- AI regulations are being promulgated in jurisdictions throughout the world. Many of these laws are still being developed and are subject to legal interpretation. We recognize the challenges that you have in complying with these regulations, and we partner with our customers to evaluate applicable laws and conform our products to applicable requirements.
- We are transparent when our products involve the interaction of a human with an AI tool or when our products involve the output of Generative AI, even when not strictly required by law.

- We do not use AI for activities that are considered an Unacceptable Risk or a High Risk under the EU Artificial Intelligence Act.

## WE ARE THOUGHTFUL AND DELIBERATE IN SELECTING AND TRAINING MODELS

- AI applications involve the use of large language models (LLMs) and other types of foundation machine-learning models/frameworks/libraries. We use a combination of models that are trained internally at Calabrio and third-party models/frameworks/libraries that are sourced from leading vendors or that are widely accepted in the open-source community. Our product teams carefully diligence all models/frameworks/libraries before incorporating them into our products. All code is subject to our secure software development lifecycle process, regardless of the source.
- We train and fine-tune third-party generic models using synthetic data and fully anonymized data. In certain cases, we will use your data only to train/fine-tune customized models for use by your specific tenant, but we do not use your data to train models used for other customers or to train third-party models.
- Data used to improve our products and services is aggregated and anonymized.
- AI is not perfect, and at times it can produce inaccurate results (e.g., hallucinations). While we cannot guarantee 100% accuracy, we constantly evaluate and improve our products to reduce errors as much as possible.
- The developer of each foundational library and model will have its own controls for bias prevention, including selection of training data, methodologies, and bias mitigation policies. Calabrio considers bias mitigation measures as a part of its evaluation process, with a preference for foundational libraries and models that leverage training data reflecting diverse demographics.

## CUSTOMERS WILL ADOPT AI AT THEIR OWN PACE

- We recognize that you may not be ready to use certain product features that use AI. Where possible, we provide you with the ability to deactivate certain AI features of our products.

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