uPerform's Approach to Artificial Intelligence

At uPerform, we understand the concerns and policies surrounding the use of Artificial Intelligence (AI) at organizations. We are committed to addressing these concerns and retaining your trust by ensuring our AI-powered offerings align with the highest standards of security, privacy and ethics. Below is an overview of how uPerform incorporates AI into our product, while ensuring safeguards for your company and user data.

- **AI Governance Process:** We have implemented a robust AI governance process to oversee the development, deployment and ongoing monitoring of our AI technology. This process ensures that ethical considerations, data privacy and security are at the forefront of our AI implementation.

- **Data Security:** We only utilize vendors that comply with uPerform's comprehensive data security measures. These measures include encryption, access controls and in-depth security assurances. Additionally, we require contractual commitments from vendors to ensure your data is never used for training, model improvement or made available to model providers.

- **Protection of Personally Identifiable Information (PII):** We do not share any PII with our AI technology or vendors. The privacy of your data is of utmost importance to us, and we adhere to applicable data protection regulations to safeguard user privacy.

- **Interaction with AI:** The interaction with AI technology is carried out solely through the uPerform platform, utilizing your specific tenant data that is already present in uPerform. This approach ensures that users only receive feedback based on your organization's specific data, and it prevents any inadvertent disclosure of company data for other purposes.

- **Human in the Loop:** uPerform firmly believes in the importance of human oversight and control in decision-making processes. Our AI technology is designed to augment human capabilities and support decision-making, but no automated decisions are made without human involvement. Users will be clearly notified that any response generated by AI is presented as a recommendation. In cases where AI-generated content is intended to be saved, the uPerform Author or Administrator will have the chance to review and edit it before finalizing.

- **Monitoring for Abuse:** uPerform's vendors actively monitor the use of AI to prevent any potential abuse or misuse. This monitoring period spans up to 30 days, during which they maintain stringent controls around data access.

List of AI Vendors

- Microsoft® Azure OpenAI Service
- Microsoft® Azure AI Foundry
- Amazon® AWS Bedrock