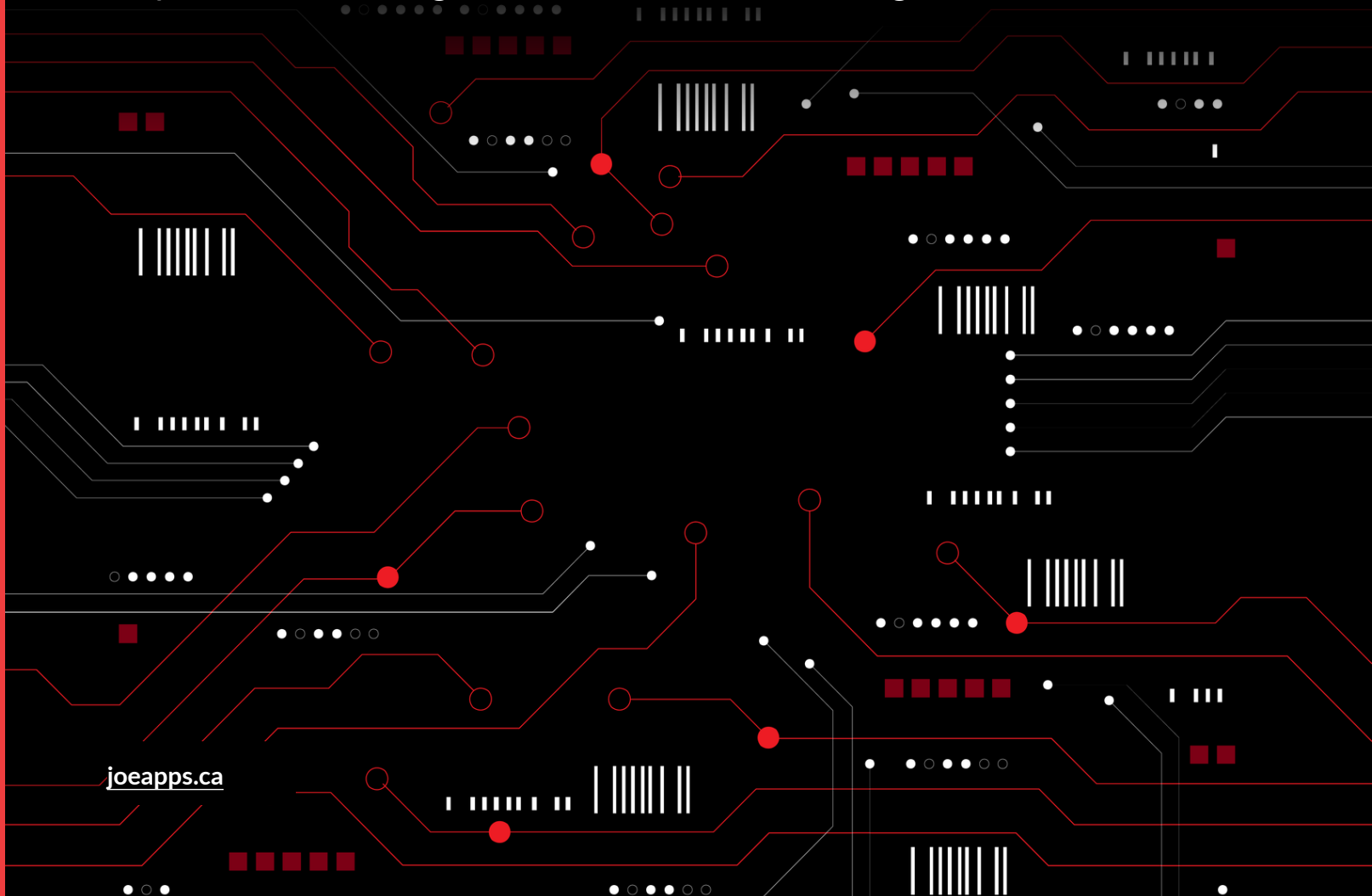
joe apps
TECHNOLOGY SUPPORT

# AI Principles and Governance

A public statement from Joe Apps Technology Support on the responsible use and governance of artificial intelligence.



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# Our approach to AI

Joe Apps Technology Support Inc. applies these principles to its use of artificial intelligence in company operations and in work performed for clients.

## Purpose and scope

We use AI for defined business purposes. This statement covers generative AI, AI features built into software, and AI-enabled automation. It applies when we select, configure, use or oversee AI tools in our work.

We assess the risks of a proposed use before adopting it. The controls we apply depend on the sensitivity of the information, the permissions involved and the potential consequences of an error. Applicable law, confidentiality obligations and client agreements govern how we handle information and carry out the work.

## Guiding values

### Human-centred support

We use AI to assist people and preserve their ability to check and challenge a result.

### A dedicated advocate

We consider the client's interests when assessing whether a proposed use is appropriate for their work, information and systems.

### Accountability and transparency

We make ownership clear and explain the uses, limits and risks that matter to the people affected by the workflow.

Privacy Policy Diversity, Equity & Inclusion Policy Trust Centre

# How we use AI

We limit AI use to approved tools, authorized information and a defined purpose.

## Company operations

Approved AI tools may assist with tasks such as drafting, summarizing, finding information and supporting repeatable processes. The person responsible for the work must review the output before relying on it or sharing it.

## Work for clients

We may use AI to assist with work within an agreed client scope. We confirm the intended use with the client. The client's approval must cover any connection to its systems or processing of its information through an AI tool.

## Tools, providers and information

We review provider terms and settings for retention, model training and where information is processed. AI tools may receive only the information approved for that use. Client information must stay out of unapproved AI tools. Passwords and access keys must stay out of prompts.

## Deployment and changes

We limit each connection to the permissions it needs. Before an AI workflow goes live, we test expected results and failure cases and agree who can approve actions, pause the workflow or revoke access.

## Ongoing oversight

We review the workflow when its purpose, information sources, provider or permissions change materially. Suspected AI-related incidents are handled through the applicable security or privacy incident process.

# Our AI governance principles

These principles guide how we assess, use and oversee AI.

## Fairness and reliability

We check that AI output is fit for its intended use and test for errors, inconsistent results and unfair outcomes. People must check important claims against reliable sources before acting on them.

## Human accountability

AI workflows have a designated owner and a clear route for raising concerns. An authorized person must review and approve consequential actions and make final decisions that materially affect people.

## Transparency

We document the intended use, approved sources, known limits and human review points. When AI materially influences client work, we explain its role and the types of information involved. We disclose AI use where required by law or agreement.

## Privacy, security and intellectual property

We use only the information needed for the approved purpose and protect it according to its sensitivity. We respect privacy, confidentiality, copyright and licensing obligations when handling inputs and using outputs.

Canada's privacy regulators' generative AI principles

## Questions and concerns

Clients can report AI-related issues through their agreed support or incident route. For questions about this statement or other AI-related concerns, email us.

Client support info@joeapps.ca