



Monkey Software AI Policy Updated 02/01/2024

Introduction

At Monkey Software, we are committed to ensuring the responsible and ethical use of artificial intelligence (AI) in our cloud software. This AI policy document outlines our principles, guidelines, and practices for the development, deployment, and use of AI technologies within Optomate.Net.

Ethical Considerations

Fairness and Bias: We strive to ensure that our AI systems are fair and unbiased. We will regularly assess and mitigate any potential biases in our AI algorithms and data sets to ensure equitable outcomes for all users.

Privacy and Data Protection: We are committed to protecting the privacy and data of our users. We will handle personal data in accordance with applicable data protection laws and regulations. We will obtain explicit user consent for the collection, storage, and use of personal data for AI purposes.

Transparency and Explainability: We believe in transparency and will provide clear explanations of how our AI systems work. We will make efforts to ensure that users understand the capabilities and limitations of AI technologies used in Optomate.Net.

Accountability and Oversight: We will establish clear lines of accountability for the development and deployment of AI technologies. We will regularly review and assess the impact of AI systems on users and take appropriate measures to address any concerns or issues.

Data Collection and Use

Data Collection: We will collect and use data in a responsible and lawful manner. We will only collect data that is necessary for the proper functioning of Optomate.Net and will obtain user consent for any additional data collection.

Data Security: We will implement robust security measures to protect user data from unauthorised access, loss, or misuse. We will comply with industry best practices and relevant data protection regulations to ensure the confidentiality and integrity of user data.

Data Retention: We will retain user data only for as long as necessary to fulfill the purposes for which it was collected or as required by law. We will provide users with options to delete or anonymise their data upon request.

Algorithmic Decision-Making

Explainable Algorithms: We will strive to use algorithms that are explainable and understandable. Users should be able to understand the basis of any decisions or recommendations made by AI systems within Optomate.Net.

Human Oversight: We recognise the importance of human oversight in AI systems. We will ensure that there are appropriate mechanisms in place to review and validate the decisions made by AI algorithms.

User Control: We will provide users with control and transparency over AI-driven features. Users should have the ability to customise or disable AI features within Optomate.Net according to their preferences.

Continuous Improvement and Accountability

Regular Assessments: We will conduct regular assessments of our AI systems to identify and address any potential biases, errors, or unintended consequences. We will take prompt action to rectify any identified issues.

User Feedback: We welcome user feedback and encourage users to report any concerns or issues related to the use of AI technologies within Optomate.Net. We will take user feedback into account in our continuous improvement efforts.

Compliance and Legal Requirements: We will comply with all applicable laws, regulations, and industry standards related to AI technologies. We will stay informed about emerging best practices and guidelines in the field of AI and incorporate them into our policies and practices.

Conclusion

This AI policy document reflects Monkey Software's commitment to responsible and ethical AI use. We will continuously strive to ensure that our AI systems align with our principles of fairness, transparency, privacy, and accountability. We will regularly review and update this policy to reflect evolving best practices and legal requirements.

Contact Us

If you have any questions or concerns about this AI Policy, please contact us at 1300 650 295 or NZ 0800 666 539 or email support@monkeysoftware.com.au.