

Signal365 – AI Use & Transparency Policy

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1. Purpose of This Policy

This policy explains how Signal365 uses artificial intelligence (AI), what AI does and does not do, and how customer data is handled when AI features are enabled.

It is designed to provide transparency and build trust.

2. Where AI Is Used

Signal365 may use AI to:

- Summarise trends and patterns
- Generate plain-English explanations of metrics and scores
- Highlight potential risks, gaps, or opportunities
- Assist with executive-style reporting and commentary

AI is used to support understanding, not to automate decisions or actions.

3. What AI Does Not Do

AI in Signal365 does not:

- Make decisions on your behalf
- Apply changes to your Microsoft 365 tenant
- Replace human judgement
- Guarantee accuracy or completeness

All AI-generated output should be reviewed before use.

4. Human Responsibility

You remain responsible for:

Interpreting AI-generated outputs

Validating insights against your own knowledge and context

Decisions or actions taken based on Signal365 outputs

AI is a tool, not an authority.

5. Data Used by AI

AI features may process:

Aggregated metrics and scores

Configuration and usage signals

Limited contextual data required to generate insights

Signal365 is designed to minimise the data passed to AI systems.

6. Training & Model Use

Customer data is not used to train public or shared AI models

AI providers may process data only to return requested outputs

Data handling is governed by our agreements with AI providers

7. Automated Decision-Making

Signal365 does not perform:

Fully automated decision-making

Automated actions with legal or similarly significant effects

This aligns with UK GDPR requirements around automated processing.

8. Accuracy & Limitations

AI outputs may:

Contain errors or omissions

Reflect patterns rather than certainty

Be influenced by incomplete or changing data

Signal365 does not warrant that AI-generated outputs are error-free.

9. Fair & Responsible Use

You must not:

Present AI outputs as guaranteed or authoritative fact

Use AI outputs in a misleading or deceptive manner

Rely solely on AI outputs for critical decisions without review

Use of AI features is subject to our Acceptable Use Policy.

10. Changes to AI Features

We may:

Improve or modify AI features over time

Introduce new AI-driven capabilities

Retire or adjust existing AI functionality

We aim to do this responsibly and transparently.

11. Relationship to Other Policies

This policy should be read alongside:

Terms of Service

Privacy Policy

Acceptable Use Policy

Security Policy

If there is any conflict, the Terms of Service take precedence.

12. Changes to This Policy

We may update this policy from time to time.

If changes are material, we will provide reasonable notice.

Continued use of Signal365 means you accept the updated policy.