

# Filigran AI Terms

Our mission is to build a product that makes work life simpler, more pleasant and more productive. Our guiding principle as we build this product is that the privacy and security of Customer Data is sacrosanct, as detailed in our [Privacy Policy](#), [Security Documentation](#) and the [Terms of Services](#).

Machine Learning (ML) and Artificial Intelligence (AI) are useful tools that we use to enhance our product mission as part of our Enterprise Edition offerings. We do not develop generative AI models using Customer Data. AI systems are deployed with stringent security measures to protect user data and ensure confidentiality. We ensure that interactions facilitated by AI components do not compromise data integrity or user privacy.

## 1. Guiding Principles

To ensure the privacy and security of Customer Data in this particular context, we have a few guiding principles:

- Data will not leak across instances. For any model that will be used broadly across all of our customers, we do not build or train these models in such a way that they could reproduce some part of Customer Data.
- We designed AI features to process user input responsibly, with clear boundaries on data usage that prohibit the extraction or replication of sensitive information for any purposes beyond immediate functionality.
- We offer Customers a choice around these practices. At any time, an administrator can easily disable directly from the control panel all AI features including insights, natural language queries and the assistant.
- Client data is neither utilized to train AI models nor retained for purposes beyond operational necessity. All client interactions with AI features are conducted with strict adherence to confidentiality obligations.

## 2. Generative AI

Generative AI is a category of AI systems that can generate content, such as text, in response to prompts a user enters. This AI category includes Large Language Models (LLMs). AI in Filigran products uses generative AI, leveraging in-house LLMs and third-party LLMs.

Filigran will not use Customer Data to train generative AI models unless Customer provides affirmative opt-in consent. AI in Filigran products uses off-the-shelf LLMs where the models are not updated by and don't in other ways retain Customer Data after a request to them. AI in Filigran products hosts these models on its own infrastructure, Customer Data stays in Filigran's trust boundary, and the providers of the LLM don't have access to Customer Data.

Also, as part of the provided features, data minimization is practiced by collecting only the data that is necessary for the AI's functionality, avoiding the collection of sensitive or personally identifiable information unless absolutely required. Robust encryption methods are used to protect data both in transit and at rest, ensuring that intercepted data remains unreadable.

## 3. Purposes and limitation

Filigran utilizes AI to offer several features within its products such as automated insights, assistants, remediation generation engines and more. All AI-powered features are intended to

enhance user experience by delivering real-time assistance, seamless analysis and automated workflows.

AI features are designed for informational assistance and facilitation purposes. Users should exercise their own judgment and should not solely rely on AI outputs for decision-making.

Customer acknowledges that due to the nature of machine learning (ML) and Artificial Intelligence (AI), Output may not be unique and AI may generate the same or similar output to Filigran or other third parties. Responses that are requested by and generated for other users are not considered Customer Data.

#### **4. Responsibility**

Customer may provide input to be processed by AI in Filigran products features (“Input”), and receive output generated by AI in Filigran products based on any Input (“Output”). When using AI in Filigran products, Input and Output are Customer Data for purposes of the Agreement. Customer is solely responsible for the creation, development, content, operation, maintenance, use, and dissemination of Customer Data. Customer is solely responsible for ensuring that Customer’s Input, access to and use of AI in Filigran products, and Output will not (i) violate any applicable law or regulation; (ii) violate these Filigran AI Terms or the Agreement; or (iii) infringe upon, violate, or misappropriate any of Filigran’s rights or the rights of any third party.