OperationsIP

OIP-PRD-002 · Version 1.0 · Effective 1 December 2026

Responsible AI Policy

OperationsIP may offer AI features, such as help answers, drafting and summaries. This policy explains how we use AI responsibly.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-PRD-002	1.0	1 December 2026	Director	December 2027

Policy · Product policies

Legal and standards basis

- EU AI Act (transparency duties)
- Australia's AI Ethics Principles
- GDPR Article 22 (automated decisions)

1. Principles

- AI helps people; it doesn't make decisions about staff, such as pay, hiring or discipline
- AI features are clearly labelled, and their answers can be wrong, so people check them
- Customer data is sent to an AI provider only to answer that request, under a written agreement that stops the provider training its models on it
- Businesses can turn AI features off

2. Providers

Any AI provider is listed in Sub-processor List (OIP-LEG-008) before its feature is released.

Related documents

- Sub-processor List (OIP-LEG-008)

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