RESPONSIBLE ARTIFICIAL INTELLIGENCE
Program Overview

INTRODUCTION

Ridgeline is committed to helping our customers enable Artificial Intelligence (AI) safely and responsibly. Our commitment begins with safeguarding Customer Data using enterprise-grade data protection and governance controls. We focus on developing AI responsibly and managing risks while empowering customers to make better decisions, enhance user experiences, and explore new opportunities.

RESPONSIBLE AI GOVERNANCE

Ridgeline has established a Responsible AI Board to oversee its AI program. The Board includes members from Legal, Security, and Engineering. Ridgeline's Responsible AI program governs the usage and development of AI, including training employees on AI, reviewing AI features, and monitoring regulatory and legal developments.

RESPONSIBLE AI GUIDELINES

Ridgeline's Responsible AI program guides the development and deployment of AI features at Ridgeline. The program is founded on the following principles:

- **Responsible Innovation** - Ridgeline develops AI that brings value to our customers while adhering to Ridgeline policies, best practices, and contractual and regulatory commitments to identify potential biases, inaccuracies, or limitations.
- **Integrity** - AI features are reviewed and tested to minimize the potential for hallucinations, help ensure the accuracy of AI-generated information, and incorporate human review as needed.
- **Respect for Data** - Ridgeline extends its enterprise-grade data protection and governance controls to the development and use of AI, including safeguarding our customers' data rights and ensuring no third party trains its AI models on Customer Data.
- **Transparency** - Ridgeline customers can enable and configure Ridgeline AI features to fit their unique needs and risk tolerances. Technical documentation is available to clarify functionality and ensure transparency on data controls.

AI PARTNERS & INFRASTRUCTURE

Ridgeline works with leading AI providers, including OpenAI and Anthropic, to power AI capabilities in the Ridgeline Service. These providers are used only to support specific, approved AI features. We evaluate partners based on their security posture, data protection commitments, and ability to meet our regulatory and contractual obligations.

USING CUSTOMER DATA WITH AI

When AI features are enabled, Ridgeline's AI providers process only the data needed to deliver the specific AI capability a customer has chosen to use. Ridgeline has enterprise agreements with OpenAI and Anthropic that prohibit using Customer Data to train their models. In other words, Customer Data is used to generate answers in the moment, not to improve or retrain the underlying foundation models. To further protect privacy, Ridgeline applies Zero Data Retention (ZDR) where applicable with AI providers.

CONTROLS AND CUSTOMER CHOICE

Customer administrators can enable and disable AI features, including datasets as applicable, for their organization and tailor access for specific users or groups based on their own risk tolerance, security requirements, and internal policies. Technical documentation is available to explain how features work and to provide transparency into where and how data is processed.

GOVERNANCE AND SECURITY

Ridgeline's Artificial Intelligence Management System has been certified to ISO 42001, the international standard for implementing, maintaining, and improving AI management systems.

Furthermore, Ridgeline's enterprise-grade data protection and governance controls, noted in our SOC 2 Type II attestation report and our Security Exhibit, are extended to Ridgeline AI features and AI service providers.

Access to AI-related Customer Data at Ridgeline follows the principle of least privilege. Only authorized employees with a documented business need – such as developing or supporting Ridgeline AI features – may access this data.