AI Usage and Governance Policy

Last Updated February 2026

1. Purpose

This policy outlines ethical principles and best practices governing the use of AI technology when providing services to external customers. It ensures transparency, accountability, fairness, and inclusivity in AI deployment while safeguarding customer data and upholding human rights.

2. Scope

This policy applies to all external customers using TalentNeuron's AI-driven solutions and services, including SaaS, DaaS, and custom AI implementations. It also covers TalentNeuron algorithms integrated into TalentNeuron platforms.

3. Guiding Principles

Transparency and Explainability

AI systems will be transparent, with clear explanations of their operation and decision-making processes. All AI-generated results include auditable logic and can be reviewed or adjusted by users (e.g., skills, job titles, matches).

Fairness and Non-Discrimination

Continuous testing and auditing to identify and mitigate bias. No bias related to race, gender, ethnicity, disability, age, socio-economic background, or other protected characteristics.

Data Privacy and Security

Customer data will not be used to train AI models. No data leaves a client instance. Algorithms are trained only on external market data. All processing complies with GDPR, CCPA, and other applicable data privacy laws.

Accountability and Human Oversight

AI augments human decision-making; human oversight is maintained for all significant outputs. Customers may challenge or request reviews of AI-generated outcomes.

Ethical Use and Social Responsibility

Regular stakeholder engagement and audits. Continuous assessment of the social and business impact of AI innovations.

Compliance with Regulations

Adherence to GDPR, Algorithmic Accountability Act, and regional frameworks.

Limitations of AI

AI is not flawless; complex or nuanced decisions require human judgment.

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4. Governance and Oversight

AI Governance Committee oversees ethical and responsible AI use. TalentNeuron follows the NIST AI Risk Management Framework: Govern, Map, Measure, Manage.

- Govern: Establishing a governance framework to oversee AI risk management. This includes setting policies, roles, and responsibilities to ensure accountability and transparency in AI systems.
- Map: Identifying and understanding the context, scope, and nature of AI risks. This involves mapping out the AI system's lifecycle, including data collection, model development, deployment, and monitoring.
- Measure: Assessing and quantifying AI risks. This function focuses on evaluating the performance, reliability, and safety of AI systems, as well as identifying potential biases and vulnerabilities.
- Manage: Implementing strategies to mitigate and manage AI risks. This includes developing and deploying controls, monitoring AI systems continuously, and adapting risk management practices as needed.

5. Architecture & Model Overview

AI Usage in Data Lake Services

The Data Lake is where all AI models are trained and maintained exclusively using external market data. No customer-specific or personal data is used for model training.

Key AI models applied in Data Lake include:

- Skill extractor (embedding models, transformers),
- Job standardizer (multilingual predictive transformers),
- Job description & duties identifier (embedding models + GPT),
- Automation potential assessment (per role) (GPT-based),
- Salary extraction (multilingual salary transformer models).

AI Usage in the SWP (Strategic Workforce Planning) Application

The SWP application does not use AI except for one model, Skills Extraction. All AI in SWP is configurable; clients may enable/disable AI-based functionality. No client data is used to train AI models; all processing occurs within the client instance. The Skills Extraction model incorporates with following attributes to TalentNeuron data:

- keyword matching,
- AI-based skill filters,
- neural networks and embedding models,
- fine-tuned transformers for multilingual skill detection.

AI Usage in Platform Services (Talent Platform & MI Platform)

The Talent Platform includes broader AI capabilities beyond SWP, such as:

- job matching and similarity scoring (skill distance calculations),
- job title standardization models,
- AI-supported job description and duties enhancement,
- automation potential assessments (GPT-based),
- salary extraction from multilingual job data.

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The MI Platform incorporates AI-powered conversational agents (e.g., Synappy using Llama 3.1). Users are explicitly informed when AI is applied.

6. AI Risk Assessment

Classified as Limited Risk under EU AI Act. No biometric identification, social scoring, or emotion recognition. Interacts with humans (chatbots) but does not mislead users into believing AI is human.

7. Review

This policy will be reviewed annually or when significant changes in AI technology or regulation occur.

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