



AI Transparency

How Wizard AI uses artificial intelligence, and the principles that govern it.

Artificial intelligence is part of how Wizard AI works. This page explains, in plain language, where we use AI, how we keep people in control of it, what happens to your data, and the governance we apply to keep our use of AI responsible and accountable.

Our approach to responsible AI

We build AI features to help your teams work faster, not to make consequential decisions on their own. Our use of AI is guided by a small set of principles:

- **Human first.** AI assists people. It does not replace human judgement on decisions that affect customers, employees, or your business.
- **Transparency.** Where a feature is powered by AI, we make that clear, and we are honest about what it can and cannot do.
- **Privacy by design.** AI features respect the same data protection commitments as the rest of the platform.
- **Accountability.** We maintain internal ownership, review, and oversight of every AI capability we ship.

How we use AI in the product

AI is used to support specific, well defined tasks inside the platform, such as:

- Drafting and summarising text, for example suggesting replies, summarising long threads, or generating first drafts of documents.
- Helping you find information faster through smarter search and suggestions.
- Surfacing relevant insights and highlighting items that may need your attention.

AI suggestions are always editable. You decide whether to accept, change, or ignore them before anything is saved or sent.

Human oversight and control

AI features are designed so that a person stays in control. We do not use AI to take irreversible actions automatically on your behalf. Where AI produces a suggestion, the final decision rests with you or your team. Administrators can also manage how AI features are made available within their account.



Your data and AI

Protecting your data is central to how we design AI features:

- We do not use your private customer content to train foundation models, and we do not sell your data.
- Your content is processed only to deliver the feature you have asked for, and is handled under the same terms as the rest of your data on the platform.
- Access to data used by AI features is limited and logged, consistent with our wider security practices.

For full detail on how we collect, use, and protect personal data, please read our [Privacy Policy](#).

Third party AI providers

Some AI features rely on trusted third party model providers. Where we use them, we do so under contractual terms that protect the confidentiality of your data and restrict its use to providing the service. These providers act as our processors and are covered by our data protection arrangements.

Accuracy and limitations

AI systems can make mistakes. Generated text may occasionally be inaccurate, incomplete, or out of date, and it should not be relied upon as professional, legal, or financial advice. We ask that you review AI generated content before you act on it, especially for anything important. We continue to test and improve our AI features, but no AI system is perfect.

Governance and accountability

We manage our use of AI through a defined internal process, with clear ownership and regular review. We are developing these practices in line with ISO/IEC 42001, the international standard for artificial intelligence management systems, which sets out how an organisation should govern, monitor, and continually improve its use of AI. This complements the wider information security and privacy standards we work to, which you can read about on our [Security](#) page.

Your choices

You remain in control of how AI fits into your work. You can choose whether to use AI assisted features, and account administrators can manage their availability. If you have questions about how a particular feature uses AI, we are happy to explain.

Contact us



If you have a question or concern about our use of AI, or you would like to report an issue with an AI feature, please contact us at support@wizardapplication.com.

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