



AI Safety & Responsible Use Policy

The principles and safeguards that govern how Wizard AI is built and used.

This policy sets out the principles and safeguards we apply to keep our use of artificial intelligence within Wizard Application™ (the “Service”) safe and responsible. It should be read together with our [AI Transparency](#) page, which explains where and how we use AI in more detail.

Our safety principles

- **Human first.** AI assists people; it does not make consequential decisions on its own.
- **Transparency.** Where a feature is powered by AI, we make that clear.
- **Privacy by design.** AI features are held to the same data protection standards as the rest of the platform.
- **Accountability.** We maintain internal ownership, review, and oversight of every AI capability we ship.

Where AI is used across the platform

AI supports specific, well-defined tasks, including drafting and summarising text, semantic search and matching, image generation from a text description, and an in-app assistant you can chat or speak with. On our Professional and Enterprise plans, AI also supports recruitment activity, including candidate screening, candidate-to-role matching, and CV parsing. In every case, AI produces suggestions or drafts for a person to review; see our [Human Oversight Statement](#) for how we keep people in control of these features.

Safeguards built into the Service

Wizard AI is built with safeguards that decline requests to generate unlawful, harmful, or otherwise unacceptable content, and it is designed to describe what it will do and wait for your confirmation before carrying out an action in your account. Every action it proposes is also bounded by the same role-based permissions as the user making the request, so it can never do anything that user could not already do by hand. Access to AI features is logged, and account administrators can restrict or disable AI as a whole, or individual capabilities such as CV parsing, candidate matching, or AI-assisted help desk replies.

Usage limits and spend controls

Each plan includes a monthly allowance of free AI requests. Once that allowance is used, further



requests are billed from your account's prepaid wallet. Account administrators can set a monthly spending limit and an alert threshold for AI usage, and requests are blocked once the limit is reached, so AI usage cannot run up unexpected costs.

Built-in product support

As well as helping with your business data, Wizard AI can answer questions about how to use Wizard Application itself, drawing on a curated library of help content.

A trusted model provider

By default, AI features are powered by OpenAI, under contractual terms that protect the confidentiality of your data and restrict its use to providing the Service. Account administrators can also choose to connect an alternative provider of their own, such as Anthropic, Google, Azure, Mistral, or a self-hosted model. See our [AI Transparency](#) page for full detail on how data is shared with a model provider.

Responsible use expectations

Using AI features responsibly is a shared responsibility. Our [Acceptable Use Policy](#) sets out what you must not use AI features to do, and our [AI Abuse Prevention Policy](#) explains how we detect and respond to misuse.

Testing and continuous improvement

We test AI features before release and continue to monitor and improve them afterwards, including how they handle edge cases and unexpected input. No AI system is perfect; see our [AI Limitations & Accuracy Notice](#) for more on this.

Governance and internal review

We manage our use of AI through a defined internal process, with clear ownership and regular review, developed in line with ISO/IEC 42001, the international standard for artificial intelligence management systems. This sits alongside the wider information security practices described on our [Security](#) page.

Reporting a safety concern

If you believe an AI feature has behaved unsafely, please tell us using our [AI Content Reporting Policy](#), or contact us directly at support@wizardapplication.com.



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