

# What kind of policy does PoliteMail have around AI?

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PoliteMail is advancing responsible AI features (AI) within its products, and understands the risks of sharing data with public AI systems, and the need to perform adequate due-diligence on any AI tools and functionality.

## Non-Public, Private AI

To prevent any potential data sharing risks, PoliteMail AI features utilize commercially licensed LLM models which are privately hosted, non-public, and self-contained within our network boundaries. No customer data is ever shared with or stored by third parties nor used for model training. No open prompt interfaces are provided.

All our standard SOC2 and ISO27001 data security, privacy, SDLC and third-party management policies and controls apply to our license of AI LLMs, in addition to our AI Model Governance policy.

PoliteMail has developed its own proprietary, internally developed predictive analytics model. Any statistical data and inference utilized are solely for providing the products, services and features of the products licensed or subscribed to by our customers.

## AI feature schedule and disclosures

PoliteMail will provide an AI feature schedule as a contract addendum, and provides customers with the option to disable all AI features.

## Copilot Integration

Because the PoliteMail add-in works inside Outlook, anything you can do with Copilot in Outlook or Word, you can do with PoliteMail. Copilot can write summaries, create key bullet points, or edit to fit a word count or reading ease score. Of course, the same caveats apply as with Outlook and Word; when Copilot edits or generates text, it is unformatted.

For contract due diligence and policy evidence, contact your sales representative about PoliteMail's AI Model Policies and compliance.