

AI STRATEGY · GUIDANCE

AI Transparency / Disclosure Guidance

Sets out when and how the company discloses AI involvement to customers, candidates, and partners.

How to use this: Adopt as-is and reference in any customer-facing AI feature launch or AI-assisted communication process.

Disclosure Principle

The company does not misrepresent AI-generated content or decisions as fully human where it would reasonably matter to the recipient. Disclosure is proportional to stakes, not applied identically everywhere.

When Disclosure Is Required

- ☐ Any product feature where AI materially drives the output the customer sees (e.g. AI-generated summaries, recommendations, or content) is labelled as AI-assisted within the product
- ☐ Any customer-facing decision meaningfully influenced by AI (e.g. automated risk scoring, eligibility) is disclosed to the affected customer on request at minimum
- ☐ Candidates are informed if AI is used in any part of the hiring or screening process
- ☐ Marketing or content claims about the product's AI capability are accurate and not overstated relative to actual reliability

Disclosure Language Bank

Standard in-product disclosure language for AI-assisted features:

Standard language for customers who ask directly whether they're interacting with AI:

Owner responsible for keeping disclosure language accurate as features change: