

TechnologyOne Artificial Intelligence Terms and Conditions

- (a) TechnologyOne Plus is available from Release 26A.
- (b) The following additional terms and conditions govern TechnologyOne's provision of PLUS and other AI Systems included in the TechnologyOne SaaS. These terms are made a part of the Agreement. Capitalised terms not defined in these terms and conditions have the meanings given in the Agreement. To the extent there is any inconsistency between the Agreement and these term and conditions, the provisions of these terms and conditions take precedence to the extent of the inconsistency.
- (c) For the purposes of these terms and conditions:
 - (i) AI Governance Arrangements has the meaning given in clause (d).
 - (ii) AI Risks means the known or reasonably foreseeable risks in connection with an AI System, and includes the risks that would be reduced or avoided by complying with ISO/IEC 42001:2023 Information technology - Artificial intelligence - Management system.
 - (iii) AI System means a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. AI systems may vary in their levels of autonomy and adaptiveness after deployment.
 - (iv) AI System Input means information or data provided to an AI System.
 - (v) AI System Output means information or data produced by an AI System in response to or based on AI System Input.
- (d) TechnologyOne will develop, adopt, deploy and use governance and risk management policies and procedures (**AI Governance Arrangements**) for the responsible use of the AI System in performing the Contract. TechnologyOne's AI Governance Arrangements must be consistent with the ISO/IEC 42001:2023 Information technology - Artificial intelligence - Management system.
- (e) TechnologyOne will take reasonable steps to ensure that the AI System and its use of or access to the AI System complies with the AI Governance Arrangements.
- (f) TechnologyOne will meet the requirements of and maintain the certification for ISO/IEC 42001:2023 Information technology - Artificial intelligence - Management system.
- (g) The Customer acknowledges that the As a Service may include an AI System.
- (h) Given the limitations associated with AI functionality, the Customer acknowledges that AI System Outputs may not be reliable, complete, accurate or suitable for the Customer's or its user's purposes. Provided TechnologyOne has complied with its other obligations under this Contract, TechnologyOne is not liable if AI System Outputs are not reliable, complete, accurate or suitable for the Customer's or its user's purposes.
- (i) TechnologyOne must promptly provide information reasonably requested by the Customer regarding:
 - (i) TechnologyOne's use of or access to an AI System, including the name of the AI System used, its functions, and TechnologyOne's purpose of using or accessing the AI System or controls used to manage AI Risks;
 - (ii) the AI System specifications, which may include information about algorithms, AI System Inputs, logs, and information or data used for training, finetuning or grounding the AI System;
 - (iii) AI System Output incorporated in any Deliverable; or
 - (iv) the AI Governance Arrangements.
- (j) AI System Output produced in TechnologyOne's provision or the Customer's use of the Products or Services is the Confidential Information of the Customer and not of TechnologyOne (as if the Customer were the Discloser and TechnologyOne were the Recipient).
- (k) TechnologyOne may use Customer Data to the extent required for TechnologyOne to:
 - (i) provide the Services to the Customer; and
 - (ii) develop and improve its services;
 provided that such Customer Data must be anonymised and not include personal information.
- (l) TechnologyOne must undertake regular testing of the AI System throughout its lifecycle to ensure it complies with the AI Governance Arrangements during the Subscription Period. Without limiting the previous sentence, prior to TechnologyOne changing the operation of the AI System, TechnologyOne must undertake testing to ensure it will comply with the AI Governance Arrangements once the change is made.