



SaNDAl Responsible AI Policy

A PEOPLE-FIRST FRAMEWORK FOR SAFE, ETHICAL, AND MISSION-ALIGNED AI USE

PURPOSE OF THIS POLICY

This Responsible AI Policy outlines how our organization uses artificial intelligence (AI) tools—including SaNDAl’s Agentic AI solutions—in a safe, ethical, transparent, and human-centered way.

Its purpose is to ensure that AI:

- Strengthens our mission
- Supports staff and community members
- Protects privacy and dignity
- Enhances—not replaces—human judgment

All AI tools must align with our values, our programs, and the people we serve.

GUIDING PRINCIPLES



Mission Over Technology

We adopt AI only when it strengthens our work with the community.

Technology will never drive our mission—our mission drives our use of technology.



Human-Centered Design

AI must make work easier for staff, volunteers, and community members.

All AI tools must be simple, inclusive, and accessible.



Transparency

We will be clear about when and how we use AI.

No “black box” systems. No hidden decision-making.



Accountability

AI supports tasks—but people remain responsible for outcomes.

Every AI agent must have an assigned human owner.



Privacy & Protection

We safeguard all personal data with secure systems, minimal access, and compliance with federal and state requirements.



Equity & Fairness

AI must not reinforce bias or create unequal outcomes.

We monitor all tools for fairness and accessibility.

ACCEPTABLE USE OF AI

Our organization may use AI for:

Communication & Outreach

- Drafting emails, reminders, and follow-ups
- Creating SMS/email notifications
- Helping staff personalize donor or volunteer engagement

Reporting & Storytelling

- Summarizing data for grants and board meetings
- Drafting narrative sections
- Creating visual summaries and one-pagers

Program Management

- Attendance reminders
- Scheduling assistance
- Outreach follow-ups
- Basic triage or automated responses

Administrative Tasks

- Meeting notes and summaries
- Drafting standard operating procedures
- Organizing information
- Creating templates or checklists

Prohibited Use Cases

AI may not be used for:

- Making decisions about benefits, eligibility, discipline, or services
- Diagnosing medical or behavioral conditions
- Taking action without human review
- Predictive policing or any harmful surveillance
- Manipulations, profiling, or targeting vulnerable individuals

AI is for support, not judgment.

DATA PRIVACY & SECURITY REQUIREMENTS

We follow SaNDAl's data safety standards:

Data Ownership

Your data always belongs to you.

No data is sold, shared, or used outside its intended purpose.

Access Control

- AI tools may only use data authorized by leadership
- Staff receive role-based access
- Sensitive data is encrypted, logged, and protected

Compliance

We adhere to:

- HIPAA (when applicable)
- FERPA (education records)
- State privacy laws
- Grant/funder-specific data requirements

Minimization

AI receives only the minimum data necessary to perform its task.

BIAS & FAIRNESS MONITORING

We conduct periodic evaluations to ensure AI outputs are:

- Accurate
- Free of discrimination
- Respectful of diverse populations
- Culturally and linguistically appropriate

If disparities are found, we adjust data inputs, model rules, or usage policies immediately.

STAFF TRAINING & SUPPORT

All staff using AI must complete SaNDAl's training on:

- Safe data handling
- AI capabilities and limitations
- Human oversight requirements
- Ethical storytelling
- Bias reduction practices

Training ensures AI is used responsibly, confidently, and consistently.



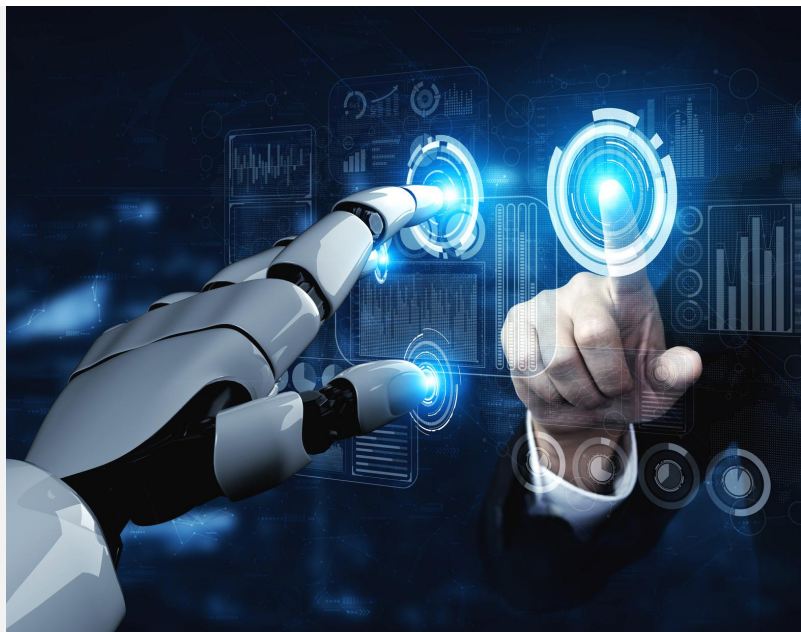
COMMUNITY TRANSPARENCY

We commit to being open about our use of AI.

We will:

- Inform staff and partners when AI is part of our workflow
- Clearly label AI-assisted communications (when appropriate)
- Never misrepresent AI output as solely human-generated

Trust is our most important tool.



CONTINUOUS IMPROVEMENT

AI tools evolve—so will our policy.



We review and update this document annually (or sooner if needed) to:

Improve safety	Strengthen equity	Address emerging risks	Reflect new best practices
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We use community feedback to guide these updates.

SUMMARY: OUR COMMITMENT TO RESPONSIBLE AI

We use AI to:

 Support staff	 Strengthen programs	 Improve communication
 Enhance impact	 Protect privacy	 Honor community trust

APPROVAL & POLICY OWNERSHIP

This Responsible AI Policy is reviewed and approved by organizational leadership.

The Data & AI Governance Lead (or the designated SaNDAI partner project owner) is responsible for:

- Monitoring compliance
- Training staff
- Maintaining documentation
- Investigating incidents
- Updating AI systems safely

We do not use AI to replace people, make decisions about care or benefits, or automate actions without human oversight.

AI will always serve our mission — never the other way around.

READY TO TAKE THE NEXT STEP?

Book a Free AI or BI Discovery Call - Whether you're new to data or ready for automation, SaNDAI will walk with you — step by step.

