

## 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.

## 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.

## 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

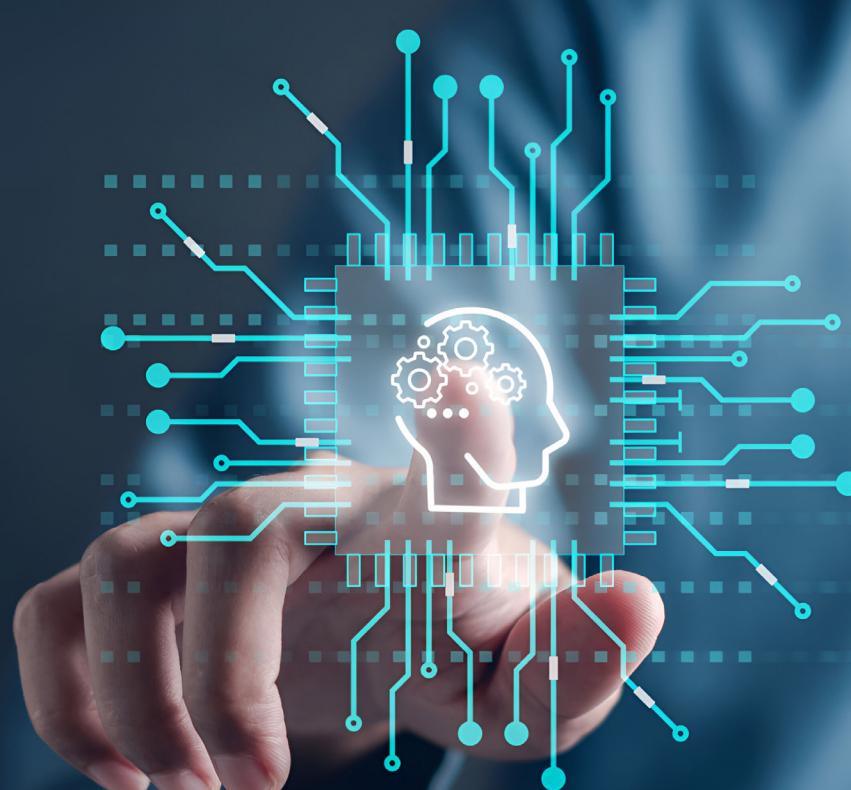
### Compliance

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.



## 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.

## APPROVAL & POLICY OWNERSHIP

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

The Data & AI Governance Lead (or the designated SaNDAl 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, SaNDAl will walk with you — step by step.



### We use AI to:

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