

Responsible AI Use Policy

Last updated: July 2026 Version 1.0 Kaissen Technology LLC · Kaissen · Soldi

1. Introduction

Kaissen Technology LLC ("Kaissen") maintains a firm commitment to the responsible development and use of Artificial Intelligence (AI) technologies, in order to improve the quality of its services, optimise customer service processes and deliver more efficient, secure and personalised experiences.

This Policy establishes the principles, rules and responsibilities governing the use of Artificial Intelligence systems implemented across the digital services offered under the Kaissen and Soldi brands, through the TextCenter technology platform.

Our objective is to ensure that the use of Artificial Intelligence respects people's rights, privacy, information security, transparency and human oversight.

2. Scope

This Policy applies to all Artificial Intelligence systems used by Kaissen in:

- WhatsApp Business.
- Our website.
- WebChat.
- Mobile applications.
- Email.
- Social networks.
- Customer service platforms.
- Internal support tools.
- Automation systems.
- Virtual agents implemented through TextCenter.

It also applies to employees, contractors, technology providers and authorised third parties involved in the design, development, administration or use of those systems.

3. Principles of responsible use

Every Artificial Intelligence solution used by Kaissen must comply with the following principles.

Legality

AI systems must be used in compliance with applicable legislation on data protection, financial services, consumer rights, intellectual property and any other regulation in force.

Transparency

Users are informed when they are interacting with an Artificial Intelligence virtual assistant.

Wherever reasonably possible, it is clearly identified when a response has been generated by an automated system.

Human oversight

Artificial Intelligence is a support tool.

Critical decisions relating to:

- financial operations;
- identity authentication;
- authorisations;
- complex complaints;
- fraud investigations;
- final resolution of disputes;

are reviewed or approved by authorised personnel where appropriate.

Privacy

AI systems must operate in accordance with the Kaissen [Privacy Policy](#) and apply the principle of data minimisation, using only the information necessary to fulfil the purpose of the service.

Security

All information processed by AI systems is protected by physical, technical and organisational security controls appropriate to the associated risks.

Fairness

Kaissen seeks to ensure that AI models are developed and used in a way that reduces unjustified bias and offers consistent treatment to all users.

4. Purposes of AI use

Artificial Intelligence may be used to:

- answer frequently asked questions;
- assist with customer service;
- classify requests;
- summarise conversations;
- identify recurring topics;
- translate messages;
- analyse documents sent by customers;
- detect technical incidents;
- recommend solutions;
- support human agents;
- improve response times;
- generate operational statistics;
- optimise internal processes;
- detect patterns associated with fraud or misuse.

The use of AI is limited to legitimate purposes connected with the provision of Kaissen's services.

5. Limitations of AI use

The Artificial Intelligence systems implemented by Kaissen do not replace the professional judgement of our staff.

AI has no authority to:

- approve financial transactions;
- modify contracts;
- authorise payments;
- definitively validate identities;
- make changes to customer accounts without authorisation;
- issue legal decisions;
- provide legal advice;
- provide personalised financial advice;
- replace mandatory regulatory processes.

Responses generated by AI are informational in nature and may contain errors, inaccuracies or incorrect interpretations.

6. Quality and oversight

Kaissen runs continuous processes to improve the quality of its AI systems through:

- periodic review of responses;
- performance evaluation;
- accuracy monitoring;
- error analysis;
- user feedback;
- validation by specialists;
- knowledge updates.

Where incorrect responses or unexpected behaviour are detected, corrective measures may be implemented to improve the operation of the system.

7. Data protection

Artificial Intelligence systems process only the data necessary to fulfil the corresponding purpose.

Wherever possible, Kaissen applies mechanisms for:

- anonymisation;
- pseudonymisation;
- data minimisation;
- encryption;
- access control;
- traceability of operations.

The processing of personal data is carried out in accordance with the Kaissen [Privacy Policy](#).

8. Model training and improvement

Kaissen may use conversations and interactions to improve the performance of its Artificial Intelligence models.

Where these activities involve personal information, reasonable measures are applied to protect the identity of users and to limit access to authorised personnel only.

Conversations are not used for purposes incompatible with those communicated to the User.

9. Prohibited use

It is prohibited to use Kaissen's Artificial Intelligence systems for:

- unlawful activities;
- fraud;
- social engineering;
- identity impersonation;
- generating discriminatory content;
- harassment;
- threats;
- spreading false information;
- infringing the rights of third parties;
- developing malware;
- unauthorised access to systems;
- mass collection of personal information without authorisation.

Kaissen may suspend or restrict access where it detects use contrary to this Policy or to applicable law.

10. User responsibilities

Users undertake to:

- provide truthful information;
- not use AI for unlawful purposes;
- verify information before making important decisions;
- request human assistance when the situation requires it;
- not share unnecessary confidential information;
- report possible errors or unusual system behaviour.

11. Kaissen's responsibilities

Kaissen undertakes to:

- maintain human oversight of its AI systems;
- protect the information processed;
- update models periodically where necessary;
- monitor risks associated with AI;
- correct identified errors;
- inform users when they are interacting with virtual assistants;
- promote ethical and responsible use of the technology.

12. AI security

The Artificial Intelligence systems implemented by Kaissen may incorporate controls such as:

- user authentication;
- role-based access control;
- audit logs;
- activity monitoring;
- anomaly detection;
- protection against cyber attacks;
- periodic review of configurations;
- incident recovery mechanisms.

13. Intellectual property

The models, configurations, conversational flows, knowledge bases, prompts, algorithms, integrations and other components developed by Kaissen or licensed from third parties remain the property of their respective owners.

Use of the service grants the User no intellectual property rights.

14. Updates to this Policy

Kaissen may amend this Policy to adapt it to technological, regulatory, operational or business changes.

New versions are made available through the company's official channels.

15. Contact

Questions relating to the use of Artificial Intelligence or to this Policy may be submitted through Kaissen's official service channels, or by writing to info@kaissen.com.

Transparency Statement

Kaissen informs its users that some of its service channels use Artificial Intelligence systems to assist in providing the service.

When a User interacts with those systems:

- they may request the intervention of a human agent at any time, where available;
- conversations may be recorded for quality, audit, security and continuous improvement purposes;
- information is processed in accordance with the Kaissen [Privacy Policy](#);
- automated responses do not replace official decisions or specialised professional advice;
- Kaissen maintains human oversight mechanisms over the operation of its Artificial Intelligence systems in order to promote a safe, transparent and responsible service.