

AI POLICY STATEMENT

Introduction

The Word Hub Limited leverages artificial intelligence (AI) technology, where appropriate, to enhance our translation services while upholding the highest standards of quality, privacy, and ethics. This AI Policy Statement outlines our practices and guidelines for integrating and using AI tools in our translation processes.

Purpose

The purpose of this policy is to:

- ensure the responsible and ethical use of AI in translation.
- protect client data and maintain privacy.
- provide transparency about our AI practices.
- maintain high standards of translation accuracy and quality.

Scope

This policy applies to all employees, linguists, and third-party vendors involved in the development, implementation, and use of AI technologies within The Word Hub Limited.

1. Data Privacy and Security

1.1 AI Vendor

Our chosen third-party vendor of AI output for use in our translation processes ensures top-tier data protection and meets ISO 27001:2013, SOC 2 Type II, GDPR and HIPAA standards.

1.2 Translation Memories

Any translation memories used by The Word Hub Limited to support the AI output generated are client-specific and not used to benefit the work of other clients.

1.3 Sensitive Data

The Word Hub Limited should be made aware of any data of a sensitive nature that should not be processed using AI upon receipt of the initial quotation request.

1.4 Cybersecurity

All computers and software used by The Word Hub Limited are protected by firewalls and anti-virus software, as well as updated to the latest versions.

2. Quality Assurance

2.1 AI In The Loop

- All AI translations generated are reviewed and edited by The Word Hub Limited's trusted professional linguists to ensure accuracy and quality.

2.2 Training

- Our chosen provider is a Large Language Model (LLM) which is built and trained on years of vast quantities of proprietary language data.
- Training is carried out using a human-guided methodology to ensure quality.
- Client data is never used to train our chosen provider's models.

2.3 Client feedback

- Clients are encouraged to provide feedback on AI-generated translations. This feedback will be used to improve our AI tools.

2.4 Internal workflows and audits

- The Word Hub Limited develops and implements robust internal workflows to ensure consistent and accurate AI implementation.
- Workflows are regularly audited and attested by The Word Hub Limited's ISO 9001:2015 and ISO 17100:2015 certifications.

3. Ethical Use of AI

3.1 Bias Mitigation

- We actively work to identify and reduce biases in our AI translation models through regular audits in accordance with our ISO 9001:2015 and ISO 17100:2015 certifications.

3.2 Transparency

- Clients will be informed when AI tools are used in the translation process.
- Clients have the right to make a Freedom of Information request for more details about our use of AI technology.

3.3 Accountability

- Human translators are always responsible for the final output, even when AI tools are utilised.

4. Client Consent

4.1 Opt-Out Option

- Clients have the option to opt out of having their data used for AI training, if desired.

5. Employee Training and Development

5.1 Training

- All of our trusted professional linguists are experienced in the use of AI tools and the editing of their output.
- Where suitable, The Word Hub Limited employees take part in training programs and join focus groups about AI advancements and best practices in translation.

5.2 Continual Learning

- All The Word Hub Limited employees keep up-to-date with the latest news relating to the use of AI in translation.

6. Intellectual Property

6.1 Ownership

- Despite using the services of a third-party AI vendor that is available in the public domain, ownership of AI-generated translations and associated intellectual property is clearly defined as belonging to The Word Hub.

6.2 Usage Rights

- The usage and sharing of AI tools and outputs are specified and managed appropriately.

7. Vendor Management

7.1 Vendor Evaluation

- Third-party AI vendors are assessed for security, reliability, and ethical practices.

7.2 Contractual Obligations

- Contracts with AI vendors include clauses related to data privacy, security, and ethical use.

8. Policy Review and Updates

This policy will be reviewed annually and updated as necessary to reflect changes in technology, regulations, and company practices.

9. Contact Information

For any questions or concerns regarding this AI Policy Statement, please contact:

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