Artificial Intelligence Disclosure and Use Statements

As the end user and Client of the CaterTrax Services ("you" or "your") and CaterTrax Inc. as the Provider ("we," "our," or "us"), we are disclosing the following regarding our use of Artificial Intelligence:

For the purposes of this Policy, Artificial Intelligence (AI) refers to any technology, system, or algorithm that performs tasks typically requiring human intelligence. This may include, but is not limited to, pattern recognition, data analysis, predictive modeling, and natural language processing. AI technologies within CaterTrax systems are designed to augment human operations, enhance service efficiency, and improve product performance.

A. General Operational Use

Our platform may leverage AI technologies to enhance internal operational efficiency. This includes, without limitation, analyzing application usage patterns, generating reports, improving software performance, and optimizing help desk processes. AI is used solely for internal purposes to improve our services and support and is not employed to profile or make decisions about individual users outside of the context of providing support or service analytics. AI is an integrated and essential part of the Services and cannot be disabled or opted out of on an individual basis. AI models and outputs are subject to internal validation and human oversight to maintain accuracy and service quality.

B. Help Desk / Support Interaction

AI technologies may assist in processing and responding to customer support requests. AI may analyze information provided in support tickets to provide faster, more accurate assistance. Personal information submitted to support may be processed in accordance with our Privacy Policy. All AI-assisted support interactions are overseen by authorized personnel to ensure responses meet service standards.

C. Source Code Improvement

We may use AI to analyze and improve the performance, security, and reliability of our software, including source code optimization. AI processing in this context is for internal development purposes and does not involve sharing customer content externally. Use is for internal development purposes only and does not train third-party foundation models beyond what is necessary to deliver the Services.

D. Reporting / Analytics on Application Use

AI-driven analytics may be employed to generate insights regarding overall application usage, system performance, and operational trends. Data used for analytics may be aggregated, pseudonymized, or otherwise handled consistently with our confidentiality and security obligations to protect individual identities.

E. Compliance and Governance

We shall ensure that its use of AI is compliant with all applicable data protection regulations and privacy laws and is consistent with the confidentiality and data security obligations set under the Application Terms and Conditions. We shall implement appropriate technical and organizational measures designed to protect your data and Confidential Information when processed by any AI system, including measures to prevent unauthorized access, use, or disclosure. CaterTrax maintains an AI & Data Security governance function responsible for AI risk assessment, security review, and periodic evaluation of AI systems. We implement access controls, encryption, and human oversight of AI outputs to meet security and quality standards. Use of AI remains consistent with our contractual confidentiality and security obligations under the Standard Service Application Terms and Conditions. This includes where applicable:

- Limiting access to AI models and outputs to authorized personnel.
- Aggregating, pseudonymizing, or anonymizing data.
- Complying with applicable cross-border data transfer requirements.

We will not use any of your data or Confidential Information to train, develop, or improve any AI algorithms or models beyond what is necessary to perform the Services we provide. Any AI system utilized by us in connection with the Services shall be configured and managed so that it does not retain, incorporate, or disclose your Confidential Information for any purpose other than fulfilling our obligations under the Application Terms and Conditions. We shall remain responsible for the performance of the Services and shall ensure that any output produced with the assistance of AI is subject to appropriate human review and quality control to meet the standards and requirements for the Services provided.

F. Third-Party AI Systems and Vendors

CaterTrax may, from time to time, utilize third-party AI systems or APIs as part of its service infrastructure. All such vendors are evaluated and governed under CaterTrax's vendor risk management, data protection, and information security frameworks. Any external AI technology provider engaged by CaterTrax is required to comply with equivalent confidentiality, security, and privacy standards to ensure the protection of client data. We do not authorize third-party vendors to use client data for their independent model training, research, or product development purposes.

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