

OnBoard's Promise on Data and Emerging Technology

With advancements in data analytics and emerging technologies like Artificial Intelligence (AI) and Large Language Models (LLMs), the potential for innovation is enormous. However, we understand that these new tools and technologies can raise important questions about how they are used in our industry-leading board governance and management products.

At OnBoard, we take your trust seriously. We're dedicated to securely handling your data and information with transparency and accountability at every step.

As we continue to develop and incorporate AI and other emerging technologies into new capabilities within the OnBoard platform, we're committed to developing and following a set of core principles to ensure our products are safe, cutting-edge, and deserving of your confidence.

Privacy

At OnBoard, your and your organization's privacy is our top priority. Here's what you can count on:

- We will never sell your organization's or users' data to any third parties.
- We design, develop, and deploy all products with "privacy by design" and "privacy by default" principles, including AI technologies.
- Learn more about [privacy by design](#) and [privacy by default](#) principles.
- For all major features, we conduct privacy impact assessments to keep privacy at the forefront, ensuring thorough documentation of AI use cases.
- We proactively comply with leading data security privacy standards to protect your and your organization's data.



Artificial Intelligence (AI) and Large Language Models (LLMs)

When it comes to AI, LLMs, and other emerging technologies, we act responsibly:

- We will only use generative AI models that have been rigorously tested, and we will never use data or models we don't trust.
- Any AI models we deploy will operate in secure, private environments, ensuring your data remains protected. ([Learn more about how OnBoard leverages Microsoft Azure encryption and encoding to protect your data.](#))
- Your data is never shared with external AI providers and will never be used as input for future AI outputs to unauthorized users.
- AI tools in our platform will always be under human supervision—automated decisions will not replace human judgment.

Transparency

We believe in being open about how we use AI and emerging technologies.

- We are committed to transparency, and you will always know how these technologies are integrated into our products.
- You have full control over how you interact with AI tools in our platform, including the ability for your organization's OnBoard administrator to manually disable any AI-enabled capabilities.



Security & Compliance

Security is a top priority when incorporating AI and other emerging technologies:

- We adhere to and continually invest in complying to the highest security standards, including ISO-27001, ISO-27701, and SOC 2 Type 2. OnBoard's compliance with these standards is audited on annual basis by independent third parties. We also ensure the OnBoard platform complies with other leading privacy standards such as GDPR and HIPAA.
- We enforce strict role-based access controls to ensure only necessary personnel have access to your data. These controls can be augmented when users configure their OnBoard instance to leverage additional access protections such as multi-factor authentication (MFA), single sign-on (SSO), biometric identification for mobile applications, and remote device wipe.
- Our clear data deletion policies ensure that your data is permanently removed once it is no longer needed by your organization, keeping you in control at all times.

Development Standards, Continuous Improvement & Accountability

Our commitment extends to how we develop and manage our products:

- We ensure our entire global team is trained, professional, and trustworthy through comprehensive security policies and continuous development.
- We follow the Open Worldwide Application Security Project (OWASP) AI Security and Privacy Guidelines throughout our Software Development Lifecycle.
- We regularly audit our security practices and development standards to ensure compliance with evolving regulations.

Additionally, every AI feature we deploy will be continuously monitored and audited to ensure optimal performance and immediate resolution of any issues.

By following these principles, we promise to provide you with products that are secure, innovative, and aligned with your expectations and values.