

# Tango's AI & Data Trust Commitment

## AI & Data Trust at Tango

At Tango, we are committed to delivering secure, transparent, and responsible AI solutions that enhance our customers' experience while upholding their trust. We recognize that AI is a broad field, and not all AI involves generative models or external cloud dependencies. Many of our AI-powered features operate entirely within our secure environments, aligned with customer agreements and privacy requirements.

## Our Commitments to You

### Data Security & Protection

- **Customer Data Stays Protected:** Tango does not upload or share sensitive customer data with external AI providers unless explicitly agreed upon in contracts.
- **Compliance & Privacy First:** Our AI solutions are built with privacy-by-design and adhere to industry-leading data protection regulations, including GDPR and regional compliance requirements.
- **Full Data Residency & Control:** Customers have visibility and control over where their data is processed, ensuring compliance with data sovereignty laws.

### AI Transparency & Responsibility

- **Purpose-built AI Use Cases:** Our AI-driven capabilities are designed to solve specific customer problems and operate within predefined use cases. We communicate how AI is used in our products to ensure transparency.
- **No Black Box AI:** We aim to provide explainable AI models where possible, ensuring users understand decision-making processes.
- **Bias & Ethics Controls:** We evaluate AI models for potential bias and implement continuous monitoring for fairness and accuracy.

## AI Governance & Human Oversight

- **Secure AI Development:** Our AI lifecycle follows security best practices, including risk assessments, monitoring, and compliance audits.
- **Internal Oversight:** AI development at Tango follows governance frameworks that align with industry standards (e.g., NIST AI Risk Management Framework, EU AI Act).
- **Customer Control:** Customers can choose which AI features to enable and have control over AI-powered decision-making in their environments.
- **Human-Centric AI:** AI augments human decision-making, not replacing critical human judgment. Our systems are designed to work alongside customers, providing assistance rather than autonomous control.

## Cybersecurity & Risk Management

- **Secure AI Development Lifecycle:** AI systems undergo rigorous security assessments before deployment.
- **Customer Choice on Third-Party AI:** If third-party AI services are integrated, customers are notified in advance and given the choice to enable or disable them based on their preferences.
- **Continuous Monitoring & Updates:** AI models are iteratively improved with real-world performance assessments, ensuring reliability and security.

## What We Don't Do

- We do not process customer data in external GenAI models without permission.
- We do not use AI in ways that compromise security or regulatory compliance.
- We do not build or deploy AI systems that operate outside of responsible AI principles.

## Building a Trusted AI Future

Tango believes in responsible, trustworthy AI innovation. We actively monitor, evaluate, and improve AI models and tools while ensuring compliance, fairness, and security. Our AI solutions and technologies are designed to work for you—ethically, transparently, and securely.