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The use of AI in Assessment Assistant

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February 2025

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Introduction
This writing explains (in simple terms) how data is processed by our software in regards to emerging technologies that come with legal and ethical ambiguities.

At our company, we define Artificial intelligence (AI) as a broad term used to describe advanced computational techniques carried out by complex programs. This includes techniques like "machine learning" (ML), "natural language processing" (NLP), "large language models" (LLM), and so on.

Each of these methods of data manipulation has its benefits and drawbacks. They are powerful tools for productivity but they have implicit biases. They allow for incredible advancement in the field of social science but they carry real risks in regards to patient privacy, professional ethics, and legal rights. Let's explore how AI is used in the Assessment Assistant.

Our mindset
From the beginning, our approach in developing the Assessment Assistant has been: use AI sensibly at the right place at the right time to enhance the provider's service and the patient outcome.

For many, the notion of AI immediately conjures ideas of 'learning' - that the AI system will 'learn about' the data you put into it; that the system will retain that information for later use somehow, unbeknownst to you. Maybe in the same way that some major technology companies 'learn about' your personal life as collected by their free product and then profit from selling the data. Your data is the product and they use AI techniques to collect, aggregate, and make sense of that data. It is totally reasonable to be wary of AI's threat to user privacy because it has been widely used to violate the privacy of unknowing users by profit seeking companies.

However, this is not the case with the Assessment Assistant. In our app, the data is not the product. The product is a service for you: an app designed to streamline your workflow, save you time, increase your provider quality, increase your client outcomes, and help you maintain a healthy work life balance. Not only do we not have direct access to the data that you store on our servers, we have not developed any methods to query, aggregate, analyze, process, or retain that data. Our business model is not based on harvesting provider or user data for sale. You can learn more about our data handling in our privacy policy.

How we use AI
So, do we still use AI in our app? Yes. AI as we've defined it is a powerful tool that has the ability to revolutionize the social sciences and take healthcare to the next level. So, if we are not using AI to harvest and sell data, what are we using it for? Well, we use it to: transcribe voice to text, to synthesize information, to produce or transform prose, and to reference literature. To do these things we contract with a cloud computing platform (Google Cloud Platform) to access services or application programming

interfaces (APIs) that have those utilities. Our software communicates with their APIs and sends them the data you supply where it is processed and returned.

For example, our transcription feature allows you to transcribe an audio recorded interview into written text. To make this possible, we pass the audio file to our cloud provider's voice-to-text API which consumes the audio and returns the text. It's important to note though that even though we have sent this audio data to our cloud provider (a first party) we hold a Business Agreement with the provider that governs the provider's use of that data. Specifically, the agreement states that they may not use the submitted data for any other purpose except for providing the agreed upon service. So, even though the cloud provider accesses the data, it does not remember, store, or use that data for any reason. So, after the service transcribes the text it then erases the audio file from memory (and our app deletes the audio file from our server).

You can read more about our relationship with our cloud computing provider and how we've governed its use of user or client data in our privacy policy.