

SocialTalent - Ethical AI Policy (Updated August 2024)

Introduction

At SocialTalent, we are committed to providing high-quality, personalized learning experiences powered by Artificial Intelligence (AI). Our AI-driven practice tools, including simulated interviewing and real-world scenario training, are designed to help learners build confidence, improve skills, and achieve personal and professional goals. In doing so, we prioritize ethical considerations to ensure that our AI technologies respect users' rights, safety, and well-being.

Principles

Fairness & Inclusivity

- Our AI models are designed to treat all learners fairly, without bias based on race, gender, ethnicity, age, sexual orientation, religion, or any other characteristic.
- We continually review our AI training data to minimize bias, ensuring that the practice interviews and scenarios reflect diverse perspectives and do not reinforce harmful stereotypes.

Transparency

- We provide clear and accessible information about how our AI systems function. Learners are informed when they are interacting with AI, and we explain how the data they provide is used to enhance their learning experience.

Data Privacy & Security

- The personal data collected from learners, including their performance in practice interviews or scenarios, is handled with strict confidentiality. Data is stored securely and used for the purpose of enhancing the learning experience and for helping customers to understand the impact of learning.
- We comply with all relevant data protection regulations, including GDPR, and provide users with control over their data, including options to delete or export their personal information.

User Empowerment

- AI functionality can be disabled by our customers and learners retain full control over their engagement with AI-driven tools.

Continuous Improvement & Accountability

- AI technologies evolve, and we are committed to continuous improvement of our systems. We regularly audit and refine our AI models to ensure they maintain ethical standards and deliver accurate, fair, and helpful results.

- In cases of errors or unintended outcomes, we take immediate action to rectify the issue, providing transparent communication to affected learners.

Human Oversight

- While our AI is an important tool for learning, it is not a replacement for human expertise. AI-generated feedback is intended to complement human guidance, not substitute for it.
- Users are encouraged to seek additional support from mentors, coaches or our training content to complement AI feedback, particularly in nuanced scenarios requiring deeper human understanding.

Non-Maleficence

- Our AI systems are designed with the well-being of users in mind. We aim to create a healthy learning space where technologies do not cause harm, whether psychological, social, or emotional, through rigorous testing and ethical guidelines for scenario design.
- Simulations and scenarios are developed in ways that encourage constructive growth, avoiding unnecessary stress, anxiety, or negative consequences for learners.

Responsible Use of AI

- Our AI systems are used exclusively for educational and developmental purposes. We do not use AI in ways that could exploit, manipulate, or disadvantage learners.
- The feedback provided through AI is always aimed at positive reinforcement and improvement. We avoid overly punitive or negative assessments in favor of balanced, constructive critiques.

Stakeholder Collaboration

- We engage with stakeholders, including learners, instructors, to ensure that our AI systems are designed and used responsibly.
- Regular feedback from users helps us shape the future development of AI tools, ensuring they align with the evolving needs and expectations of our learning community.

Commitment to Ethical Leadership

- SocialTalent takes its role as an ethical leader in AI-powered education seriously. We pledge to remain transparent in our use of AI, continually uphold the highest standards of ethical practice, and lead by example in the responsible use of emerging technologies in education.