

ALPHA TRACKER AI USE POLICY

Overview

Alpha Tracker includes optional artificial intelligence (“AI”) features designed to help users work faster and smarter – for example, generating summaries, drafting notes or suggesting actions.

This policy explains how AI is used in Alpha Tracker, what happens to your data, and the safeguards in place to protect your information. It should be read alongside our Privacy Policy, Licence Agreement and Security & Business Continuity Policy.

1. AI Designed for Privacy and Control

Our guiding principles are privacy, transparency and control.

- Your data stays yours, and it’s never used to train anyone’s AI model.
- AI features in Alpha Tracker are designed to assist, not replace, human users.
- All AI processing happens within Start Software’s secure regional servers.
- None of your Alpha Tracker data is used to train or improve any external AI models – ever.
- You remain in full control: AI features can be turned on or off at any time by your system administrator.

2. What AI Does (and Doesn’t Do)

AI in Alpha Tracker can:

- Generate or summarise text (eg reports, notes, job summaries)
- Suggest actions, titles, or descriptions
- Help structure or analyse large amounts of information you already hold in Alpha Tracker.

AI in Alpha Tracker does not:

- Make business or compliance decisions on your behalf
- Automatically send data to external systems without your consent
- Learn from your data, prompts, or content
- Change your underlying data or files without your approval.

You’re always in control of what’s submitted to AI and what’s used from the results.

3. Where and How AI Processing Happens

All AI processing follows the same regional security principles as your Alpha Tracker hosting:

Region	Hosting Platform	AI Processing Location
UK & Europe	AWS London	UK or EU region
Australia & New Zealand	AWS Sydney	Australian region

- AI processing is limited to our own AI platform on our own AI servers.
- Data is transmitted securely (TLS 1.2+).
- Outputs are returned to your Alpha Tracker environment and not stored or reused.
- Temporary logs (for troubleshooting) are held within your region and automatically deleted after a short period.

4. Data Ownership

You own all:

- Input data you provide (the “prompts”), and
- Outputs generated by AI features within your Alpha Tracker system.

Alpha Tracker (Start Software) has no ownership of your AI-generated outputs. Any intellectual property in the underlying AI technology itself remains with Start Software, but the content generated for you belongs to you.

You are responsible for ensuring that your use of AI outputs complies with any applicable laws, professional standards or contractual obligations.

5. Accuracy and Human Oversight

AI is an assistant, not an expert. While it can save time and improve consistency, it may occasionally produce inaccurate or incomplete information.

We strongly recommend that users:

- Review all AI-generated content before sharing or relying on it; and
- Continue to apply professional judgement to any outputs.

Alpha Tracker never makes regulatory, compliance, or safety decisions based solely on AI.

While Start Software takes reasonable steps to ensure AI operates accurately and securely, we are not liable for errors or omissions in AI-generated content except where caused by our own negligence or system failure.

6. Security and Compliance

All AI use is covered by our:

- Security & Business Continuity Policy (Alpha Tracker Safeguards)
- Privacy Policy
- Licence Agreement.

Key protections include:

- Encrypted transmission and storage
- Role-based access controls
- Audit logging of AI actions
- ISO 27001/9001-compliant security management.

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No AI data leaves your region unless required for a specific client-approved purpose and protected by standard contractual clauses or equivalent legal safeguards.

7. Transparency and Subprocessors

Alpha Tracker currently uses no third-party AI subprocessors. All AI processing is performed on Start Software's own secure AI infrastructure.

If this changes, clients will be notified in advance and the AI Use Policy will be updated.

8. Your Controls

Every client can decide how and where AI is used:

- Enable or disable AI features per tenant or per user role
- Restrict or limit specific AI features
- Request deletion of any temporary AI logs
- Ask questions or raise concerns at any time via support@start-software.com.

9. Contact

For any AI-related questions, please contact:

Start Software (UK & EU clients)

Address: e-Innovation Centre, Priorslee, Telford, TF2 9FT UK

Email: support@start-software.com

Start Software Australia (AU & NZ clients)

Address: 30/435 Roberts Road, Subiaco, WA 6008

Email: support@startsoftware.com.au

10. Summary

In summary:

- Your data is never used to train AI models
- AI runs securely in your region on our own AI servers
- You own all AI outputs
- You control whether AI is used at all
- Full transparency about providers and processes.

AI in Alpha Tracker is built to enhance productivity, not to compromise privacy.

Our commitment: helpful AI, handled responsibly.