

Veros AI Governance Overview

Veros applies AI in a way that strengthens professional expertise while preserving transparency, accountability, and data protection by design.

Our AI capabilities are built to support trade professionals, not replace them. They are designed to deliver structured, explainable outputs that stand up to internal and external review, while maintaining strict safeguards around customer data.

Human-Centered AI

AI within Veros enhances professional judgment rather than automating it away.

Users retain full control over reviewing, editing, accepting, or rejecting AI-assisted outputs. AI-generated results are never applied automatically without user visibility and approval.

Veros personnel do not review customer AI inputs or outputs unless required for explicit support requests and in accordance with strict access control policies.

Explainable by Design

Veros' AI approach is built around explainability.

Our AI classification capabilities are designed to:

- Reason through relevant legal and structural frameworks step by step
- Document applied rules and assumptions
- Generate structured outputs suitable for audit and review

This ensures AI increases transparency rather than introducing opacity.

No Training on Customer Data

Customer data is never used to train, retrain, or fine-tune AI models.

This applies to both Veros-controlled AI implementations and third-party AI providers integrated into the platform.

Where third-party AI services are used, contractual and technical safeguards ensure:

- No model training on Veros customer data
- No inclusion of customer data in training datasets
- No secondary use for analytics or product improvement

AI processing is strictly limited to the defined functional purpose within the platform.

Secure and Isolated Processing

AI inference is designed to operate in a stateless or logically isolated manner, preventing cross-customer learning or unintended data persistence.

No persistent cross-customer memory is retained as part of standard AI processing.

All data processed by AI components is encrypted in transit and at rest. Access to AI-related systems is restricted through role-based access controls and monitored according to Veros security standards.

Auditability and Governance

AI-assisted outputs are documented and traceable within the platform.

Where AI generates or suggests content:

- The resulting output is stored within the customer environment
- Relevant reasoning context is preserved where applicable
- User actions such as review, edits, and approval are logged

This supports internal auditability, regulatory defensibility, and structured governance.

AI processing within the Veros platform operates in alignment with applicable data protection regulations, including GDPR. Where Veros acts as a processor, AI processing occurs solely on documented customer instructions. Limited controller processing related to technical operation is governed by Veros' Privacy Statement and internal GDPR governance framework.