

# Our Approach to Responsible AI

Moveworks is deeply committed to the practice of responsible AI. This datasheet summarizes how we protect our customers' data and mitigate the risk of bias.

## The gold standard of security

Building responsibility into our AI means implementing robust **data privacy protections** across our entire AI platform, so that our customers' information is always secure.

Moveworks meets the highest security standards for an enterprise SaaS company. We're **ISO 27001 certified**, we're compliant with **SOC 2 Type 1 and Type 2**, and we achieve **"Gold" status for CSA STAR Level 2**, which is given only to organizations with the most mature cloud security postures. Indeed, security is ingrained into every aspect of our business:

- **Our people** are trained to keep pace with the latest security best practices
- **Our processes** are continuously tested to meet stringent privacy requirements
- **Our product** is designed with a DevSecOps approach across the board

To learn more, please review our dedicated [Security webpage](#) >



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“Trust, security, and responsibility are at the core of our business at DocuSign. We only evaluate vendors who share those same values, and that’s what gave us the confidence to partner with Moveworks.”

—**Saran Mandair**,  
VP of Global IT, DocuSign

## Eliminating sources of bias

Responsible AI also requires ensuring our machine learning (ML) process is as unbiased as possible. That's why Moveworks actively minimizes or eliminates potential sources of bias in our ML models with respect to all protected classes, including race, age, disability, color, national origin, religion, sexual orientation, gender identification, and genetic information.

At its core, machine learning is about extracting the signal from the noise—taking the relevant features from an input, such as a piece of text, and making a prediction using patterns that an ML model has learned from similar data. The bias and equity challenge for ML developers is to ensure that the signals extracted from the noise are appropriate inferences to make based on the input, rather than replications of implicit or explicit biases that exist in the training data.

Moveworks is well aware of these challenges; we believe we have taken appropriate measures to minimize or eliminate sources of bias. Given the problem that our platform solves, Moveworks has a lower risk of prejudicial bias than other AI companies. For instance, resetting a password or provisioning a Zoom license doesn't require our ML models to know personal information about the user.

However, we still take precautions to reduce the risk of bias:

1. Moveworks' ML models are trained primarily on data sampled from production usage. Using a technique known as Collective Learning, many of our models are trained on anonymized data drawn from multiple customers, allowing them to learn the universal structure of requests from employees with different backgrounds and characteristics.
2. We annotate this data without exposing any user characteristics to the annotator: no names, photos, or other category-identifying features are included in the annotation interface. When annotating the intention of a request, for example, the annotator only sees the text of the message and the name of the organization.
3. During training, we do not include protected attributes, such as gender or race, in the inputs from which the models learn to derive signals.
4. For the vast majority of requests sent to our bot, it would be extremely difficult, if not impossible, for a human annotator to guess any protected categories about the knowledge worker from the text of the request—and harder still for our ML models. This means the models are much less likely to learn an intermediate representation associated with a protected class.

**All of these measures reinforce our commitment to responsible AI at Moveworks,** from securing our platform to ensuring data privacy to eliminating sources of bias.

## Request a demo

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