

Workato Responsible AI Policy

Our mission is to build a product with speed and power to orchestrate your organization's data, apps, and processes. Our guiding principle as we build this product is that the privacy and security of Account Holder Data is sacrosanct, as detailed in our [Privacy Policy](#), [Security Overview](#), and [AI Features Addendum](#). This Responsible AI Policy (this "**Policy**") is an overview of Workato's principles in its use of artificial intelligence ("AI") and provisioning of AI Features, and serves as supplemental documentation for your use of the AI Features. This Policy does not override or replace any terms governing the use of the Workato Platform pursuant to a written agreement between you and Workato (the "**Agreement**"). Capitalized terms not defined herein shall have the meaning in the Agreement.

A Joint Effort for Responsible AI Principles

- Workato's AI Features rely upon industry recognized and adopted third-party large language models (LLMs) and leverage their capabilities to adhere to the responsible AI principles. More information can be found in Workato's [subprocessors list](#).
- Workato enables customers to
 - develop AI solutions on the Workato Platform. For these customer-developed AI solutions, customers are responsible for testing and validating the AI solutions, as well as from the responsible AI principles perspective such as transparency, accountability, explainability, and fairness. Workato provides capabilities in the Workato Platform to assist customers' adherence to the responsible AI principles.
 - connect with third-party AI systems, software, agents and apps as part of their business orchestrations through the Workato Platform, or bring their own LLMs to use certain AI Features, at customers' discretion. Customers will have a separate agreement with the provider of these third-party AI solutions, and the third-party providers should have their respective policies for the responsible AI principles.
- For Workato-trained AI Features, Workato has established, implemented and maintained an AI trust, risk and management system for AI governance, and will follow Workato's Responsible AI Principles set forth below in this Policy. Customers are responsible for reviewing, modifying and validating the output/suggestions generated from these AI Features.

Workato's Responsible AI Principles

- **Transparency.** Workato openly communicates with its users about how the AI Features function and how the data is used. Customers can access Workato's public-facing [documentation](#) to learn more about how the AI Features can be leveraged by users, how Workato uses the data within the AI Features, and how to review and evaluate the outputs generated by the AI Features. This helps you to determine whether it is appropriate to leverage the AI Features for your business and use cases. Workato also offers robust governance and transparency through detailed logs and operational dashboards within the customer's account.
- **Trustworthiness; Accountability; Explainability.** Workato leverages simulations and comparison in its training data set to fine-tune the AI Features and user's Feedback and Usage Data to improve the predictability of the AI Features. Also, Workato's Product & Engineering team conducts human oversight, testing and control over the AI Features throughout its Software Development Lifecycle. This ensures the AI Features follow Workato's best practices, security and compliance policies for the AI. The internal architecture of the AI Features is also documented by Workato's Product & Engineering team which allows the traceability.
- **Fairness; Non-Discrimination.** Workato embeds ethical considerations into its Software Development Lifecycle, ensures that the training data used to build the AI Features is diverse, and incorporates ethical checklists at different stages to prevent and mitigate potential biases or discrimination. Workato's Diversity and Equity program also assembles diverse talent with different perspectives to evaluate the ethical implications of AI. Workato also provides training and resources for employees working on AI projects on responsible AI use and AI ethics.

- **Availability.** Workato's AI Features follow the same High Availability, Disaster Recovery, and Business Continuity Plan model as its general Workato Platform. Workato hosts its AI Features and the associated LLMs on public cloud infrastructures and leverages their capabilities to ensure the resilience and continuity of the AI Features. Workato also utilizes its Site Reliability Program and Operational Management Procedures to periodically monitor and maintain the performance of the AI Features.
- **Privacy and Security.** Workato's agreements with its AI providers ensure that the AI providers do not retain or train on any data. Workato does not train any LLMs or other generative models on Customer Data except exclusively for the customer's use or with customer's permission. For AI Features engaged in processing of personal data, Workato offers robust security measures and incident management processes to assist customers with compliance with the regulatory requirements such as GDPR and CCPA. In addition, the Workato Platform's technical and organizational measures ensure the security, privacy and confidentiality of the AI Features and Content processed within the AI Features. Workato's incident management policies and procedures apply to the AI Features.

Data Use in the AI Features

To ensure the privacy and security of Account Holder Data and Content in the AI Features, we have a few guiding principles:

- **You own the Content and Account Holder Data.** Inputs/prompts submitted by you and outputs/suggestions generated by the AI Features are owned by you (the “Content”). Workato and its AI providers do not claim any ownership over the Content or Account Holder Data. Examples of Content include:
 - Text entered by the user into an AI Feature (e.g., a natural language Recipe request, summarization prompt, or AI question).
 - Business content (records, messages, or documents) submitted by Account Holder for processing by AI Features (e.g., internal policies for AI search).
 - Suggestions generated for the Account Holder within their workspace (e.g., summaries, recommended Recipes, classifications).
- **No Account Holder Data/Content for training except only for you or with your express permission.**
 - Workato will only use Account Holder Data and Content to provide the service to you, comply with laws, enforce its policies relating to safety and security, and as expressly permitted by you.
 - Workato does not use Account Holder Data or Content to train any LLMs or other generative models, except (1) for certain AI Features exclusively in your own workspace, or (2) with your prior written permission.
 - Workato's agreements with its AI providers require that the AI providers cannot retain or train on Account Holder Data or Content. They are only allowed to use the Content to provide the services to Workato and users.
- **Workato collection and use of the Usage Data and Feedback.** Workato may use metadata, statistical and technical Usage Data, voluntary Feedback such as labeling the Suggestions with a thumbs up or thumbs down, and other questionnaire responses, for the purposes permitted in the Agreement. Usage Data never includes any Account Holder Data and Content. Examples of Usage Data include:
 - Feature utilization (e.g., features of the platform used such as Recipes, Data Pipeline, API Management, Enterprise MCP, Genies, etc.) as well as UI navigation patterns (e.g., number of times users access Admin panel).
 - Operational metrics (e.g., execution frequency, success/failure rates, the number of Tasks or Credits used).