Responsible AI FAQs

This document addresses frequently asked questions about how Celonis delivers AI solutions that are ethical, fair, transparent and compliant with applicable regulations.

Question	Answer
What AI Features does Celonis provide?	Celonis has AI and GenAI offerings as part of the Celonis AI suite. These products are designed for a variety of use cases – extracting new insights (e.g. Annotation Agent), accelerating time-to-value (e.g. Insight Explorer), improving processes (e.g. Business Apps infused with AI), democratizing user experience (e.g., Process Copilot), enabling third-party AI solutions (Intelligence API), and more. Find here more information about Celonis AI Features.
Are AI Features mandatory for customers? **Can AI Features be turned off by customers?**	The AI Features are an optional solution for which customers can opt-in. The AI Features can be turned off at any time by customers.
Is customer data (incl. prompts, Inputs and outputs) used for training the underlying AI models?	Celonis does not and will not permit or enable any third party to use the data customers input into the Celonis platform to create, train, or improve (directly or indirectly) GenAI models without customers' express written consent.
Are third-parties leveraged for the provision of the AI Features? If yes, have they been vetted appropriately?	You can find the Celonis list of sub-processors including those leveraged for the provision of AI Features here. All sub-processors have been selected carefully and are closely monitored to ensure that any potential non-compliance is identified and escalated without undue delay. Dedicated Agreements including Data Processing Agreements have been closed to ensure that Personal Data is only processed based on our

	instructions and that state-of-the-art technical and organizational measures to safeguard the processed data are implemented.
Where are the AI Features hosted?	The hosting of AI Features will be in the same region of the Celonis Platform. E.g. If the Celonis platform's hosting of a customer is in the EU, the AI Features (and related models) will be hosted in the EU.
Is personal data (PII) processed by the Celonis AI Features?	This is not required, each user of AI features is in control of the input submitted (i.e. if they include personal data) and is responsible for assessing the output returned prior to use.
Is it transparent for users when they interact with Celonis AI Features? Do you provide sufficient information to fulfill explainability requirements?	It is always clear and transparent for users when they interact with Celonis AI Features. Celonis provides adequate documentation for customers to understand and properly implement AI Features.
Do you have an AI Governance program and an AI Policy in place? Are Celonis and the AI Features certified (e.g. ISO 42001)?	Yes, Celonis has implemented an AI Governance Framework according to the NIST AI Risk Management Framework and the EU AI Act. A dedicated Global AI Policy is in place and is applicable to all Celonis employees. Celonis does not hold any AI certification but the general certifications already in place (ISO 27001-27701) are applicable. For more information about our responsible AI principles and practices see our dedicated Trust Center page.
What is Celonis' approach to the EU AI Act and other AI regulations?	Celonis complies with the EU AI Act, which aims to ensure the responsible development and deployment of artificial intelligence technologies. We are committed to complying with the Act principles, prioritizing transparency, accountability, and the protection of data privacy and security in all our AI Features. Celonis also complies with other applicable AI regulations.

Do the AI Features classify as high risk under the EU AI Act?	The AI Features are not a high-risk AI system as defined in Regulation (EU) 2024/1689 of the European Parliament and of the Council of 13 June 2024 (the "EU AI Act") and they are not designed for or intended to be used for any purpose(s) specified in Article 6 of the EU AI Act or otherwise prohibited under the EU AI Act. Customers are solely responsible for implementing appropriate technical and organizational measures to ensure that AI Features are not used for such purpose(s).
How do you ensure the underlying AI models provide accurate output and that the AI Features are reliable and not affected by AI risks (e.g. bias, hallucinations)?	To ensure accuracy and reliability, our products are grounded with the Process Intelligence Graph's process data and business context. We have continuous evaluations that confirm we're improving our AI products over time. We also work closely with our customers to ensure accuracy of AI Features.
Can I train the underlying generative AI with my own data?	No, underlying customer data may not be trained by GenAI models on the Celonis platform.
Can I bring my own genAI model and integrate it with Celonis? If so, how?	Certain AI Features allow you to use your own LLM model by integrating a proprietary or third party foundation model within our services. Celonis may provide assistance to facilitate integration with our services, but you are responsible for all compatibility, compliance, and costs associated with the integration. We recommend using one of the many GenAI tools currently available on the platform for the best supported experience.
How do third-party LLMs improve your product?	Third-party LLMs enhance our product by providing advanced natural language processing capabilities, such as understanding complex queries, generating high-quality text, and offering contextual responses, which improves overall user experience.
How do you handle updates and changes from third-party LLM providers?	We stay informed about updates and changes from third-party LLM providers and incorporate them into our product as appropriate. Our team tests new versions to ensure compatibility and performance before rolling them out to users.

How do you handle intellectual property concerns related to third-party LLM outputs?	We carefully review all third-party LLM license terms as part of the Celonis AI Governance Framework to assure our customers and their data are protected from intellectual property risks, and continue to monitor for additional protective measures to assure compliance with all global intellectual property systems.