



## RTOERO Artificial Intelligence (AI) Digital Technology Policy (2024)

### Introduction

The Government of Canada is updating the legislative framework governing the protection of personal information and the use of artificial intelligence (AI) in digital technology through the introduction of Bill C-27, the Digital Charter Implementation Act, 2022. The purpose of this Bill is to update Canada's privacy legislation to meet the requirements of an increasingly digital world. Specifically, Bill C-27 aims to increase control and transparency over the way digital services collect personal data from Canadians, require services to receive consent for the collection and certain uses of personal data, and ensure companies "meet the highest standards of responsibility" when developing and deploying AI systems in Canada.

RTOERO welcomes the Government's efforts to update Canada's privacy legislation for the digital age.

This policy outlines the principles, guidelines and procedures governing the development, deployment and use of artificial intelligence (AI) within RTOERO. The policy provides principles to ensure AI technologies are used ethically, responsibly, safely, in a manner consistent with our values, legal obligations and the interests of members, volunteers and staff.

This AI policy serves as a framework to guide RTOERO's responsible and ethical use of AI technologies. By adhering to these principles and guidelines, RTOERO aims to harness the potential of AI for the benefit of members, while minimizing risks and safeguarding fundamental rights and values.

### Ethical principles

RTOERO is committed to upholding the following ethical principles in all AI-related activities.

- **Transparency** – AI systems are transparent and explainable, enabling users to understand their functioning and outcomes.
- **Fairness** – Mitigate biases and ensure that AI systems do not discriminate against individuals or groups based on factors such as race, gender, ethnicity or socio-economic status.
- **Privacy** – Protect the privacy and confidentiality of individuals' data throughout the AI lifecycle, from collection to processing and storage.
- **Accountability** – Provide organizational oversight for the design, deployment and outcomes of AI systems.
- **Safety and security** – Prioritize the safety and security of AI systems to prevent harm to users, members, stakeholders, RTOERO and society at large.

## Data governance

RTOERO adheres to the following principles regarding data governance in AI.

- **Data quality** – Ensure that data used to train and evaluate AI systems is accurate, relevant and representative of the target population.
- **Privacy** – Implement measures to protect individuals' privacy rights, including data anonymization, encryption and access controls.
- **Security** – Employ robust security measures to safeguard against unauthorized access, breaches and malicious cyber-attacks.

## AI development and deployment

In the development and deployment of AI systems, RTOERO commits to the following principles.

- **Human-centered design** – Prioritize the needs, preferences and well-being of users in the design and development of AI applications.
- **Continuous monitoring** – Monitor AI systems to detect and address issues.
- **Accountability** – Maintain mechanisms for auditing AI to ensure compliance with legislation and RTOERO policy.

## Collaboration and engagement

In implementing and monitoring the use of AI within the organization, RTOERO recognizes the importance of collaboration and engagement with members, volunteers, staff and external stakeholders and experts.

## Compliance and review

This policy will be regularly reviewed and updated to reflect evolving technological, ethical and regulatory considerations. Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or contractual relationships.

This AI policy serves as a framework to guide our organization's responsible and ethical use of AI technologies. By adhering to these principles and guidelines, we aim to harness the potential of AI for the benefit of society while minimizing risks and safeguarding fundamental rights and values.

*For further information on this policy, please contact the Director of IT & Digital Transformation: [ctabone@rtoero.ca](mailto:ctabone@rtoero.ca)*

Approved by the Board: August 21, 2024