Our Responsible AI Pledge

Rosa pledges to follow the responsible use of data when using AI and commits to helping its (potential) customers and partners understand how AI is being used at Rosa.
Last updated: 19 June 2026. Version 1.1. We will inform you of any changes in our use of AI by updating this page.

1. **Rosa uses AI in the following scenarios**
   - Internal Usage: Rosa applies AI to a set of use cases. Our use of AI focuses on process optimization and employee's productivity. These are the types of common applications of AI use at Rosa:
     i. Our developers use AI to generate,review, and comment code;
     ii. Our staff use AI to summarize texts, translate documents, brainstorm on issues they face and explore new tools to assist better manage their work;
     iii. Our design and marketing teams use AI to assist with content creation;
     iv. Our teams may also use AI to help protect the integrity and lawful operation of Rosa's services.
   - User facing: Rosa is continuously exploring how AI can further support health professionals and improve patient care. New AI-powered features and solutions may be introduced in the future, and this page will be updated accordingly when they become available

2. **Rosa ensures that a human always reviews any AI outputs**
   - Rosa firmly believes that AI isn't ready to make unsupervised decisions. Any AI output is therefore carefully reviewed by our team before it is used or released. Where required under applicable law, including the EU AI Act, Rosa maintains records of human oversight activities and ensures that responsible persons have the necessary authority and competence to override, correct, or reject AI outputs.

3. **Rosa always assesses the security practices of AI vendors**
   - Before using a new tool or vendor, Rosa thoroughly assesses the security practices of that vendor. This includes evaluating their data protection measures and security practices.

4. **Rosa strictly limits the use of personal data by AI and ensures any such processing has a valid legal basis under applicable law**
   - By default, Rosa does not use personal data of health professionals or patients when using AI.
   - Where personal data is processed by AI, Rosa ensures that such processing is based on a valid legal ground under Article 6 GDPR (and, where applicable, Article 9 GDPR for special categories of data), that users are informed accordingly, and that appropriate safeguards are applied. Special categories of data, including health data, will not be processed by AI without explicit consent or another lawful basis under Article 9(2) GDPR. To the extent that any such processing involves solely automated decision-making that produces legal or similarly significant effects on users, Rosa will ensure compliance with Article 22 GDPR, including by providing users with the right to obtain human intervention, to express their point of view, and to contest the decision.

5. **Rosa staff is trained in dealing with AI**
   - Rosa ensures that adequate guidance is provided to its staff on AI technologies generally and that appropriate rules and safeguards are in place with respect to AI . Rosa staff is also trained on privacy and security related matters to ensure that your data is protected, in accordance with the applicable laws (including the GDPR and the AI Act), our standards, policies and procedures.