Responsible AI policies

1. We put people first when developing and monitoring our AI systems

We are committed to developing human-centred artificial intelligence and ensuring that our AI systems are always monitored by people. We value the insights and expertise that people bring to ensuring that AI systems do no harm and are used responsibly. We use AI to make the daily lives of our customers and employees easier. We put people at the centre of AI development, actively involving our customers, stakeholders and employees in building our ethical practices.

2. We communicate openly and understandably about our development and use of AI

We ensure that our AI systems are transparent and explainable, by sharing information about our AI development processes, goals and ethical practices. We provide accessible and comprehensible information to all stakeholders, promoting trust and evidence-based decision-making. We view transparency as more than just a requirement: it is a core value that guides our interaction with customers, financial regulators and policymakers.

3. We earn trust by building safe and secure AI systems

We prioritise the development of functional and secure AI technologies by using comprehensive quality assurance, strong cybersecurity and robust risk management to prevent misuse and errors. We invest in continuous development to stay at the forefront of AI innovation, ensuring that our systems are safe, reliable and protected from external cyber threats. Our ongoing commitment to industry-leading expertise enables us to continue engaging in reliable financing and to promote market stability.

4. We value privacy and high-quality data management

We apply industry-standard data management practices to the generation and validation of the data we feed into AI systems. We protect personal data, ensuring that it is collected, processed and stored with care and respect for everyone's privacy.

5. We fulfil our social responsibilities when using AI

Our responsible approach to using AI is based on our respect for fundamental and human rights. We promote equality and a culture of fairness and ensure that our AI systems, data and algorithms do not use discriminatory models. We value diversity in our organisation, because it helps us to achieve fairness, equality and unbiased AI. We develop AI solutions that provide opportunities for everyone to improve their financial wellbeing. We draw attention to the impacts of AI and develop practices to minimise any harm to the environment and social wellbeing.