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Subject: Ethical Guidelines for AI Use

“Real-time, Community-verified Decision Intelligence”

At Clearwater Global, we are pioneering a new approach to artificial intelligence—one that listens, learns, and responds to the realities of people in the field. Our platform is designed to bridge the gap between the messy, informal data of everyday life and the structured intelligence needed for global decision-making. By transforming voice notes, handwritten records, and local feedback into explainable, actionable insights, we empower organizations to make better, more inclusive choices.

This document outlines our commitment to ethical AI development and deployment. It reflects our belief that technology should not only be powerful, but also responsible and respectful of the dignity, rights, and voices of the communities we serve. These guidelines are the foundation of our work, guiding every aspect of our platform and our partnerships.

Statement of Values:

At the heart of Clearwater Global are a set of core values that shape our approach to AI and our relationships with stakeholders:

- **Integrity:** We act with honesty and transparency, ensuring that our technology and our processes are open and accountable.
- **Empathy:** We listen to and learn from the people and communities we serve, designing solutions that reflect their needs and realities.
- **Inclusion:** We listen to and include diverse ideas and voices, especially those that are often underrepresented or marginalized, in every stage of our work.
- **Innovation:** We push the boundaries of what’s possible, developing new ways to make sense of complex, real-world data.
- **Responsibility:** We take seriously our duty to protect privacy, ensure fairness, and minimize harm in all our operations.
- **Collaboration:** We believe in the *power of partnership*—working with communities, organizations, and experts to create positive change.

These values guide our decisions, inspire our innovations, and ensure that our technology serves as a force for good.

Overview

At Clearwater Global, we are dedicated to developing and deploying a *Pragmatic Decision Intelligence Platform* that is transparent, fair, accountable, and respectful of the communities we serve. Our multilingual AI platform transforms informal, low-resource field data into structured, explainable intelligence, bridging the gap between local realities and global decision-making.

These ethical guidelines reflect our core values and our responsibility to our users, partners, and the broader society.

1. Transparency

We are dedicated to openness in how our AI systems operate, ensuring users and stakeholders understand when and how AI is being used. Transparency is essential for building trust, enabling informed consent, and fostering meaningful collaboration.

Our commitment:

- We clearly communicate when and where AI processes, analyzes, and generates recommendations from user data.
- Explanations of our models, including the logic and data sources behind each output, are made accessible to all stakeholders.
- Users and stakeholders have the ability to trace recommendations and metrics back to the original data, human input, and AI processes that shaped them.

2. Fairness and Non-Discrimination

We strive to ensure our AI systems treat all individuals and communities equitably, regardless of language, culture, race, sexual orientation, or background. We recognize the risk of bias in data and algorithms, especially in low-resource and multilingual settings, and are committed to actively mitigating it.

Our commitment:

- Regular audits are conducted to identify and address bias and disparate impact across languages, dialects, and demographic groups.
- Our data collection emphasizes diversity and representation, particularly from marginalized and underrepresented communities.
- Local experts and community members are engaged to review and validate AI outputs, helping to surface and correct potential biases.

3. Privacy and Data Protection

We respect the privacy and dignity of all individuals whose data we process. Our commitment to privacy extends beyond legal compliance to encompass ethical stewardship of sensitive information, particularly in vulnerable or underserved communities.

Our commitment:

- Informed consent is obtained for data collection, use, and sharing, using culturally appropriate and accessible methods.
- Data collection and retention are limited to what is necessary for analysis and reporting, minimizing exposure of personal information.

- Sensitive data, including voice notes and handwritten records, are anonymized or pseudonymized to protect individual identities.
- All applicable data protection laws are followed, with additional safeguards implemented where needed.

4. Accountability

We take responsibility for the outcomes of our AI systems and provide clear avenues for users and stakeholders to seek redress or clarification. Accountability is fundamental to maintaining trust and learning from our impact.

Our commitment:

- Oversight roles are clearly defined for every stage of AI development, deployment, and monitoring.
- Detailed documentation of data sources, model changes, and decision rationales is maintained to ensure transparency.
- We offer users and stakeholders accessible processes to appeal or challenge AI-generated recommendations, and address concerns in a timely manner.

5. Safety and Security

We are committed to ensuring the safety, reliability, and security of our AI platform, especially given the sensitive and high-stakes contexts in which it operates. Protecting our systems and the data they process is a top priority.

Our commitment:

- Robust testing is performed to ensure models can handle noisy, adversarial, or out-of-distribution data before deployment.
- Continuous monitoring allows us to detect and respond to anomalies, errors, or potential harms in real time.
- Clear protocols are in place for rapid response to data breaches, system failures, or other security incidents.

6. Human Oversight

We believe that AI should augment, not replace, human judgment—especially in complex, context-rich environments. Our systems are designed to keep humans in the loop, empowering professionals and community members to guide, correct, and improve AI outputs.

Our commitment:

- Workflows are designed to allow for human review, correction, and annotation of AI-generated outputs.
- Staff and community partners receive training and resources to effectively oversee and intervene in AI-driven processes.

- Human feedback is actively incorporated to refine our models and ensure continued accuracy and cultural sensitivity.

7. Continuous Improvement

We recognize that ethical AI is an ongoing journey. We are committed to regularly reviewing and updating our systems and policies in response to new developments, feedback, and emerging risks.

Our commitment:

- Regular reviews of our ethical guidelines, model performance, and stakeholder feedback are scheduled to keep our practices current.
- Input from users, community representatives, and subject-matter experts is actively sought to inform improvements.
- Models, processes, and policies are updated as new risks, opportunities, or regulations arise.

8. Respect for Stakeholders

We honor the voices, rights, and agency of the communities and individuals we serve. Our technology is designed to empower local input and ensure that community perspectives shape both our AI systems and our organizational practices.

Our commitment:

- Community members and stakeholders are involved in the design, testing, and evaluation of our platform.
- Consent processes, explanations, and user interfaces are adapted to reflect local languages, cultures, and norms.
- We regularly assess and report on the social and ethical impacts of our platform, and adjust our approach based on these findings.

By upholding these ethical guidelines, Clearwater Global is committed to utilizing AI systems that are not only technically advanced, but also socially responsible and aligned with the needs and values of the communities we serve. We invite our partners, users, and stakeholders to hold us accountable and join us in this mission.