

# Eddy AI Safeguarding Policy

*(Applicable to All Client Organisations, Parents, and Supervising Parties)*

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## 1. Purpose and Scope

This Safeguarding Policy sets out how Eddy AI supports safeguarding practices across environments including:

- Education
- Employability and training
- Charities and third sector organisations
- Local authorities
- Justice and rehabilitation services
- Employers and programme providers

Eddy AI is designed to **support safeguarding processes**, not to replace them.

This policy applies to:

- All organisations using Eddy AI
  - Staff, professionals, and administrators
  - Parents, guardians, and supervising individuals
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## 2. Safeguarding Positioning

Eddy AI is a **technology platform that provides assistive insight and structured support**.

It is **not**:

- A safeguarding authority
- A monitoring service
- A crisis response system
- A substitute for trained professionals

All safeguarding responsibility remains with the **Data Controller / supervising organisation**, as defined in the Data Processing Agreement .

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## 3. Roles and Responsibilities

### 3.1 Ambertrace Labs (Processor Role)

Ambertrace

- Provides the platform, tools, and alert functionality
- Processes data only on instruction of the organisation
- Does not make safeguarding decisions
- Does not intervene in real world situations

Ambertrace's role is strictly limited to **technical enablement and support**.

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### 3.2 Supervising Organisation (Controller Role)

The organisation using Eddy AI is responsible for:

- All safeguarding decisions
- Reviewing alerts and user activity
- Taking appropriate action
- Meeting statutory safeguarding duties
- Ensuring staff are trained and responsive

This aligns with the Controller responsibilities set out in the DPA .

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### 3.3 Staff and Professionals

Staff using Eddy AI must:

- Treat alerts as **signals requiring professional judgement**
  - Follow internal safeguarding procedures
  - Not rely solely on AI outputs
  - Act in accordance with their organisation's safeguarding policies
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### 3.4 Parents and Guardians

Parents and guardians:

- Retain responsibility for the welfare of the child
  - Must not rely on Eddy AI for monitoring or crisis detection
  - Should contact appropriate services in urgent situations
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## 4. Safeguarding Functionality in Eddy AI

Eddy AI includes features designed to support safeguarding processes:

### 4.1 Wellbeing Alerts System

The system may generate alerts based on:

- SEMH score thresholds
- Behavioural or linguistic patterns
- AI identified safeguarding concerns

Alerts are:

- Sent to designated organisational staff
  - Displayed in dashboards
  - Accompanied by suggested guidance only
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### 4.2 Severity Levels

- **Warning:** indicators of potential concern
- **Critical:** indicators of elevated risk

These classifications are **assistive only** and do not constitute a formal safeguarding assessment.

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### 4.3 Admin Controls

Organisations control:

- Whether alerts are enabled
- Which rules trigger alerts
- Who receives notifications

Admins do not control how alerts are configured or used.

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## 5. Responsibility for Safeguarding and Welfare

Full responsibility for safeguarding, duty of care, and user welfare remains at all times with the supervising individual or organisation.

Eddy AI is an assistive technology tool and does not assume, transfer, or share any safeguarding responsibility.

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### 5.1 Primary Responsibility

The supervising organisation or responsible individual retains full responsibility for:

- the safety and wellbeing of all users
- all safeguarding decisions and actions
- compliance with applicable laws, regulations, and statutory guidance

This responsibility applies regardless of whether Eddy AI is in use.

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### 5.2 Core Responsibilities of Supervising Parties

Supervising organisations and individuals are responsible for:

#### a) Monitoring and Oversight

- actively monitoring user wellbeing and behaviour
- maintaining appropriate levels of human supervision
- ensuring users are supported through established processes

#### b) Review of Alerts and System Outputs

- reviewing alerts generated by Eddy AI
- interpreting outputs using professional judgment
- assessing relevance, context, and severity

#### c) Decision Making and Action

- determining whether intervention is required
- taking appropriate safeguarding or welfare action
- escalating concerns in line with internal procedures

#### **d) Legal and Regulatory Compliance**

- fulfilling all safeguarding duties under applicable law
  - complying with sector specific regulations and statutory guidance
  - maintaining accurate records and reporting where required
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### **5.3 No Transfer of Duty of Care**

Use of Eddy AI does not:

- transfer duty of care to Ambertrace Labs
- reduce or alter safeguarding obligations
- create any form of shared safeguarding responsibility

All duty of care remains solely with the supervising organisation or individual.

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### **5.4 Role of Professional Judgment**

All outputs generated by Eddy AI must:

- be considered alongside wider contextual information
- be reviewed by appropriately trained individuals
- not be relied upon in isolation

Professional judgment must always take precedence over automated outputs.

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### **5.5 Integration with Existing Safeguarding Procedures**

Eddy AI must be used in conjunction with, and not in place of:

- internal safeguarding policies
- designated safeguarding leads or equivalent roles
- established reporting and escalation processes
- external safeguarding frameworks and statutory systems

The system is intended to support, not replace, existing structures.

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### **5.6 Responsibility for Response and Outcomes**

The supervising organisation or individual is solely responsible for:

- how alerts are interpreted
- whether action is taken
- the nature and timing of any intervention
- the outcomes of safeguarding decisions

Ambertrace Labs has no involvement in, or responsibility for, these decisions.

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## **5.7 Acceptance of Responsibility**

By using Eddy AI, supervising organisations, parents, guardians, and oversight users acknowledge and confirm that:

- they retain full responsibility for safeguarding and welfare
  - they will not rely solely on the system
  - they will exercise independent judgment and appropriate care
  - they accept that Eddy AI does not assume any duty of care
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## **6. No Monitoring or Intervention Guarantee**

Eddy AI does not operate as a monitoring, supervision, or intervention system and must not be relied upon as such.

The platform is designed to provide assistive signals only and does not ensure detection, response, or action in relation to user wellbeing or safeguarding.

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### **6.1 No Real Time Monitoring**

Eddy AI:

- does not provide continuous or real time monitoring of users
- does not involve live human supervision of interactions
- does not review all activity as it occurs

Any detection of potential concern is dependent on automated processes and configured system conditions.

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## **6.2 No Guarantee of Risk Detection**

Eddy AI does not guarantee that:

- all risks, behaviours, or safeguarding concerns will be identified
- all relevant indicators will trigger alerts
- serious or high risk situations will be detected

Certain behaviours, disclosures, or risks may not be recognised by the system.

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## **6.3 No Guarantee of Alert Visibility or Response**

Eddy AI does not guarantee that:

- alerts will be delivered without delay
- alerts will reach the intended recipient
- alerts will be seen, reviewed, or acted upon

The system does not monitor whether alerts have been acknowledged or responded to.

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## **6.4 No Intervention Capability**

Eddy AI does not:

- intervene in user situations
- initiate safeguarding actions
- contact emergency services or external authorities
- take steps to prevent harm or provide crisis support

The platform has no ability to act beyond generating automated outputs.

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## **6.5 Gaps in Detection and Response**

Users and supervising organisations must assume that:

- there may be gaps in detection of risk
- there may be delays in alert generation or delivery
- there may be no response to alerts unless actively managed

Eddy AI must not be relied upon as a sole or primary mechanism for safeguarding, monitoring, or intervention.

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## **6.6 Responsibility for Independent Oversight**

Supervising organisations and responsible individuals must:

- maintain independent monitoring and safeguarding processes
- ensure appropriate human oversight at all times
- implement systems to review and respond to potential concerns

Eddy AI is a supplementary tool and does not replace these responsibilities.

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## **6.7 Acceptance of Limitations**

By using Eddy AI, all supervising parties acknowledge and accept that:

- the system does not monitor or intervene
  - detection and response are not guaranteed
  - reliance on the system alone is inappropriate
  - full responsibility for oversight and action remains with them
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# **7. Safeguarding Procedures (Organisation Responsibility)**

Each supervising organisation is solely responsible for establishing, maintaining, and operating its own safeguarding framework.

Eddy AI is designed to support existing safeguarding processes but does not replace, override, or fulfil any organisational safeguarding obligations.

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## **7.1 Requirement for an Internal Safeguarding Framework**

Each organisation must:

- maintain a current and appropriate safeguarding policy
- ensure policies are compliant with applicable laws, regulations, and sector specific guidance
- clearly define roles, responsibilities, and reporting procedures

- ensure safeguarding processes operate independently of Eddy AI

Eddy AI must be used alongside these frameworks, not in place of them.

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## **7.2 Designated Safeguarding Roles**

Organisations must ensure that:

- appropriately trained safeguarding leads or equivalent roles are in place
- staff responsible for safeguarding are clearly identified and accessible
- responsibilities for reviewing alerts and taking action are clearly assigned

All safeguarding decisions must be made by qualified or authorised individuals within the organisation.

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## **7.3 Response to Alerts and Indicators**

Organisations are responsible for:

- reviewing alerts generated by Eddy AI in a timely manner
- assessing alerts using professional judgment and contextual information
- determining whether action, monitoring, or escalation is required
- responding in accordance with internal safeguarding procedures

Alerts must not be treated as conclusions and must always be subject to human review.

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## **7.4 Escalation and Intervention Procedures**

Organisations must:

- follow their established escalation pathways when concerns are identified
- determine when to involve internal safeguarding leads, external agencies, or emergency services
- ensure decisions are proportionate, lawful, and appropriately documented

Eddy AI does not determine when escalation is required and does not carry out any escalation itself.

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## **7.5 Recording and Case Management**

Organisations must ensure that:

- safeguarding concerns are accurately recorded
- actions taken are documented in line with organisational and legal requirements
- records are securely stored and managed
- appropriate audit trails are maintained

Eddy AI may support record visibility but does not replace formal case management systems or requirements.

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## **7.6 Staff Training and Awareness**

Organisations are responsible for ensuring that:

- all relevant staff receive appropriate safeguarding training
- staff understand how to interpret and use Eddy AI alerts
- staff are aware of the system's limitations
- staff do not rely solely on automated outputs

Training must reinforce that Eddy AI is a support tool only.

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## **7.7 Integration with Existing Safeguarding Systems**

Organisations must ensure that:

- Eddy AI is integrated into, not substituted for, existing safeguarding processes
- alerts are incorporated into existing workflows where appropriate
- use of the system aligns with internal policies and statutory obligations

The organisation remains responsible for ensuring consistency across all safeguarding practices.

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## **7.8 Accountability for Safeguarding Outcomes**

The supervising organisation retains full responsibility for:

- all safeguarding decisions
- the timing and nature of any intervention
- outcomes of safeguarding actions
- compliance with legal and regulatory duties

Ambertrace Labs has no role in, or responsibility for, safeguarding outcomes.

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## 7.9 Role of Eddy AI

Eddy AI:

- supports visibility of potential concerns
- provides assistive signals and prompts
- enhances, but does not replace, human oversight

The system does not:

- make safeguarding decisions
  - enforce procedures
  - ensure compliance
  - guarantee outcomes
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## 7.10 Acknowledgement of Responsibility

By using Eddy AI, supervising organisations acknowledge and confirm that:

- they retain full responsibility for safeguarding procedures and outcomes
  - they will operate independent safeguarding systems
  - they will not rely on Eddy AI as a primary safeguarding mechanism
  - they accept that Eddy AI is an assistive tool only
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# 8. Emergency and Crisis Situations

Eddy AI must not be used, relied upon, or treated as a mechanism for identifying, managing, or responding to emergency or crisis situations.

The platform is not designed for real time intervention and cannot provide immediate assistance, escalation, or protection in situations of risk.

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## 8.1 Not an Emergency Service

Eddy AI:

- is not an emergency response system
- is not monitored in real time
- does not provide immediate support or intervention
- does not contact emergency services or external agencies

The system must not be relied upon in any situation where urgent action is required.

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## **8.2 Immediate Risk Situations**

In any situation involving immediate or potential risk, including but not limited to:

- risk of harm to self or others
- safeguarding concerns involving abuse or exploitation
- crisis level emotional or mental distress
- any situation requiring urgent intervention

users and supervising organisations must take immediate action outside of the platform.

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## **8.3 Required Actions**

In cases of immediate risk, the responsible individual or organisation must:

- contact emergency services (for example police, ambulance, or other appropriate emergency response)
- follow internal safeguarding and escalation procedures
- notify designated safeguarding leads or responsible professionals
- engage appropriate external support services, including healthcare providers, social services, or specialist agencies

These actions must be taken without delay and independently of Eddy AI.

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## **8.4 No Reliance on System Outputs**

Eddy AI outputs must not be relied upon to:

- determine whether a situation is an emergency
- delay or defer action
- confirm or validate risk before acting

Absence of an alert does not indicate absence of risk.

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## **8.5 No Guarantee of Detection or Escalation**

Eddy AI does not guarantee that:

- crisis situations will be detected
- alerts will be generated in time
- alerts will reflect the severity of a situation

The system may fail to identify or flag urgent or high risk scenarios.

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## **8.6 Responsibility for Emergency Response**

Full responsibility for identifying and responding to emergency or crisis situations remains with:

- the supervising organisation
- parents, guardians, or responsible individuals
- trained professionals

Ambertrace Labs has no role in emergency response, escalation, or intervention.

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## **8.7 User and Organisation Acknowledgement**

By using Eddy AI, all users and supervising parties acknowledge and accept that:

- the platform must not be used in emergencies
  - it does not provide crisis support or intervention
  - independent and immediate action is required in situations of risk
  - full responsibility for emergency response remains with them
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# **9. Data Protection and Safeguarding**

Safeguarding related data processed within Eddy AI is handled in accordance with applicable data protection laws and Ambertrace Labs 's internal governance framework.

This includes compliance with:

- UK General Data Protection Regulation UK GDPR

- Data Protection Act 2018
  - Ambertrace Labs Data Processing Agreement DPA
  - Ambertrace Labs Privacy and Security Policy
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## 9.1 Data Protection Framework

All personal data processed within Eddy AI, including safeguarding and wellbeing related data, is handled in line with:

- principles of lawfulness fairness and transparency
- purpose limitation and data minimisation
- accuracy and storage limitation
- integrity and confidentiality

Ambertrace applies appropriate technical and organisational measures to ensure data is processed securely and in accordance with legal requirements.

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## 9.2 Role of Ambertrace Labs

Where Eddy AI is used by an organisation, Ambertrace is a **Data Processor**.

In this role, Ambertrace

- processes personal data only on documented instructions from the organisation
- does not determine the purpose or lawful basis for processing
- does not independently control safeguarding decisions or data use
- implements appropriate security, access controls, and system protections

This role is defined within the Data Processing Agreement .

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## 9.3 Role of the Supervising Organisation

The supervising organisation acts as the **Data Controller** and retains full responsibility for all data protection obligations.

This includes responsibility for:

### a) Lawful Basis for Processing

- determining and documenting the lawful basis under UK GDPR

- ensuring appropriate consent or legal grounds are in place where required
- providing privacy information to users, parents, or guardians

#### **b) Accuracy and Quality of Data**

- ensuring that data entered into Eddy AI is accurate, relevant, and up to date
- correcting inaccuracies where identified
- ensuring appropriate context is maintained for safeguarding records

#### **c) Retention and Deletion Decisions**

- determining how long data is retained
  - ensuring retention aligns with legal, regulatory, and safeguarding requirements
  - instructing Amber to delete or return of data where applicable
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### **9.4 Safeguarding Data Handling**

Safeguarding data may include:

- wellbeing indicators
- safeguarding concerns or notes
- behavioural or interaction records
- case related information entered by the organisation

Such data is:

- processed securely within the platform
  - accessible only to authorised users based on role permissions
  - not used by Amber for independent purposes beyond service delivery
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### **9.5 Security and Confidentiality**

Amber implements appropriate safeguards including:

- encryption of data in transit and at rest where applicable
- role based access controls and least privilege principles
- system monitoring and logging
- secure hosting environments
- staff confidentiality obligations

These measures are aligned with the standards outlined in the Privacy and Security Policy .

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## 9.6 Data Subject Rights

Where Ambertrace is a Data Processor:

- requests relating to access, rectification, or deletion must be directed to the supervising organisation
- Ambertrace will assist the organisation in fulfilling such requests where required

The organisation remains responsible for responding to data subject rights under UK GDPR.

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## 9.7 Data Breach Responsibilities

In the event of a personal data breach:

- Ambertrace will notify the supervising organisation without undue delay
- the organisation is responsible for assessing impact and notifying regulators or individuals where required

Ambertrace will support investigation and remediation in accordance with the DPA .

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## 9.8 Separation of Safeguarding and Data Responsibility

While Eddy AI supports safeguarding visibility, it does not:

- assume responsibility for safeguarding decisions
- determine how safeguarding data is used
- control escalation or intervention processes

Safeguarding responsibility and data protection responsibility remain with the supervising organisation.

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## 9.9 Acknowledgement of Responsibilities

By using Eddy AI, supervising organisations acknowledge and confirm that:

- they act as Data Controller for all personal and safeguarding data
- they retain responsibility for lawful processing and compliance
- they control how data is used, stored, and retained
- Ambertrace solely as a Data Processor

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## 10. Staff Training and Awareness

Effective safeguarding and responsible use of Eddy AI requires appropriate training, awareness, and understanding by all staff and authorised users.

Eddy AI is designed to support trained professionals and must be used within the context of appropriate human expertise and organisational procedures.

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### 10.1 Role of Ambertrace Labs

Ambertrace provides:

- platform onboarding and implementation support
- guidance on system functionality and features
- general information on how alerts and outputs are generated
- support materials to assist organisations in using the platform

Ambertrace:

- provide safeguarding training
  - certify staff as competent in safeguarding practice
  - train staff in statutory duties or organisational procedures
  - assume responsibility for how staff interpret or act on system outputs
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### 10.2 Responsibility of the Supervising Organisation

The supervising organisation is solely responsible for ensuring that all relevant staff:

- are appropriately trained in safeguarding and welfare practices
- understand their legal and regulatory obligations
- are competent to interpret and respond to potential concerns
- are capable of exercising independent professional judgment

This responsibility applies regardless of whether Eddy AI is used.

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### 10.3 Safeguarding Training Requirements

Organisations must ensure that:

- safeguarding training is provided to all relevant staff
- training is appropriate to the role and level of responsibility
- designated safeguarding leads or equivalent roles are properly qualified
- training is refreshed regularly in line with legal and sector requirements

Eddy AI must only be used by staff who meet these standards.

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## **10.4 Understanding of AI Limitations**

Organisations must ensure that staff:

- understand that Eddy AI outputs are automated and probabilistic
- are aware of the potential for false positives and false negatives
- recognise that the system does not understand full context
- do not treat alerts or outputs as definitive conclusions

Staff must be trained to critically assess outputs rather than accept them at face value.

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## **10.5 Prohibition on Over Reliance**

Staff must not:

- rely solely on Eddy AI to identify or manage safeguarding concerns
- use the system as a substitute for active monitoring or supervision
- delay action while waiting for system confirmation or alerts
- treat absence of alerts as evidence that no risk exists

Eddy AI must be used as a supplementary tool only.

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## **10.6 Integration into Practice**

Organisations must ensure that:

- use of Eddy AI is embedded within existing safeguarding procedures
- staff understand how and when to use the system appropriately
- alerts are incorporated into broader decision making processes
- system use is consistent with organisational policies and statutory duties

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## 10.7 Accountability for Staff Actions

The supervising organisation remains fully responsible for:

- how staff are trained
- how staff use the system
- decisions made by staff
- any actions or inactions taken in response to alerts

Ambertrace Labs has no responsibility for staff conduct, interpretation, or decision making.

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## 10.8 Acknowledgement of Training Responsibilities

By using Eddy AI, supervising organisations acknowledge and confirm that:

- they are responsible for staff training and competency
  - they will ensure staff understand system limitations
  - they will prevent over reliance on automated outputs
  - they accept that Eddy AI does not replace professional expertise
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# 11. Incident and Escalation Responsibility

All responsibility for identifying, assessing, investigating, and escalating safeguarding incidents rests solely with the supervising organisation or responsible individual.

Eddy AI provides assistive signals only and does not take part in safeguarding processes beyond generating automated outputs.

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## 11.1 No Role of Ambertrace in Safeguarding Incidents

Ambertrace Labs does not:

- investigate safeguarding concerns or incidents
- assess the validity, severity, or context of any concern
- participate in decision making relating to safeguarding
- access or review cases beyond technical system support where required

Amber's role is limited to providing the platform and associated functionality.

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## **11.2 No Escalation or Referral by the System**

Eddy AI does not:

- escalate concerns to external authorities or agencies
- make referrals to social services, law enforcement, or safeguarding bodies
- notify regulators, parents, guardians, or third parties
- initiate any form of safeguarding process or intervention

All escalation must be carried out by the supervising organisation in accordance with its own procedures.

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## **11.3 Responsibility for Incident Management**

The supervising organisation is fully responsible for:

- identifying potential safeguarding incidents
- reviewing alerts and other relevant information
- determining whether a concern meets escalation thresholds
- managing investigations and internal case handling

All decisions must be made by appropriately trained personnel.

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## **11.4 Responsibility for Escalation Decisions**

The supervising organisation must:

- determine when escalation is required
- follow internal safeguarding and reporting procedures
- engage external agencies where appropriate
- ensure escalation is timely, proportionate, and compliant with legal obligations

Eddy AI does not influence or determine escalation decisions.

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## **11.5 Responsibility for External Engagement**

Where required, the supervising organisation is responsible for:

- contacting emergency services
- making referrals to safeguarding authorities
- engaging social services, healthcare providers, or other relevant bodies
- communicating with parents, guardians, or stakeholders

Ambertrace Labs has no role in these processes.

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## **11.6 No Oversight of Escalation Outcomes**

Ambertrace Labs must:

- monitor whether incidents are escalated
- track the outcome of safeguarding actions
- verify that appropriate steps have been taken

All accountability for outcomes remains with the supervising organisation.

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## **11.7 Requirement for Independent Safeguarding Systems**

Organisations must ensure that:

- safeguarding processes operate independently of Eddy AI
- escalation pathways are clearly defined and functional
- reliance is not placed on the system to initiate or manage incidents

Eddy AI must be used as a supplementary tool only.

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## **11.8 Accountability for Actions and Outcomes**

The supervising organisation retains full responsibility for:

- all safeguarding decisions
- all escalation actions
- the timing and appropriateness of interventions
- compliance with statutory and regulatory requirements

Ambertrace Labs is not responsible for any actions or inactions taken in relation to safeguarding incidents.

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## **11.9 Acknowledgement of Responsibility**

By using Eddy AI, supervising organisations acknowledge and confirm that:

- they retain sole responsibility for incident management and escalation
  - they will not rely on the system to initiate or carry out safeguarding actions
  - they accept that Eddy AI plays no role in investigation or referral
  - all safeguarding accountability remains with them
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## **12. Limitation of Liability**

To the fullest extent permitted by applicable law, the following limitations of liability apply to the use of Eddy AI and its associated features, including the wellbeing alerts system.

Eddy AI is provided as an assistive technology tool only and does not assume responsibility for safeguarding, monitoring, or intervention.

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### **12.1 No Responsibility for Safeguarding Decisions**

Ambertrace Labs is not responsible for:

- any safeguarding decisions made by a supervising organisation or individual
- any interpretation of alerts, outputs, or system generated information
- any actions or inactions taken in response to potential concerns

All safeguarding decisions remain solely with the supervising organisation.

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### **12.2 No Responsibility for System Outputs**

Ambertrace Labs is not responsible for:

- missed alerts or failure to detect risk
- inaccurate, incomplete, or delayed alerts
- false positives or false negatives generated by the system
- any reliance placed on alerts, scores, or outputs

All system outputs are probabilistic and must not be relied upon as definitive or complete.

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### **12.3 No Liability for Harm or Loss**

Ambertrace Labs shall not be liable for:

- any harm, injury, or damage to any individual
- any safeguarding failure or incident
- any loss arising from reliance on the system
- any failure by a supervising organisation to act or respond appropriately

This applies whether such harm or loss arises directly or indirectly from use of the platform.

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### **12.4 No Duty of Care Assumed**

Use of Eddy AI does not:

- create any duty of care on the part of Ambertrace Labs
- transfer or share safeguarding responsibility
- establish any monitoring or supervisory obligation

Ambertrace Labs do not assume responsibility for user welfare at any time.

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### **12.5 Responsibility of Supervising Organisations**

The supervising organisation or responsible individual retains full responsibility for:

- safeguarding and duty of care
- monitoring and oversight
- decision making and escalation
- compliance with legal and regulatory obligations

This responsibility applies at all times, regardless of use of Eddy AI.

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### **12.6 Use at Own Risk**

Use of Eddy AI is at the discretion and risk of the supervising organisation.

Organisations must ensure that:

- the system is used appropriately and within its intended scope
  - reliance is not placed on automated outputs alone
  - independent safeguarding processes remain in place
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## **12.7 No Limitation Where Prohibited by Law**

Nothing in this policy excludes or limits liability where such limitation is not permitted under applicable law, including liability for:

- death or personal injury caused by negligence
  - fraud or fraudulent misrepresentation
  - any other liability which cannot lawfully be excluded
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## **12.8 Acknowledgement and Acceptance**

By accessing or using Eddy AI, supervising organisations, parents, guardians, and users acknowledge and accept that:

- the system is assistive only
  - limitations in detection, accuracy, and response exist
  - Ambertrace Labs is not responsible for safeguarding outcomes
  - full responsibility for all actions, decisions, and consequences remains with them
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# **13. Acceptance and Use**

By accessing, deploying, or using Eddy AI, all organisations, supervising parties, and authorised users confirm that they have read, understood, and agreed to the terms set out in this policy.

Use of the platform constitutes acceptance of its purpose, limitations, and the allocation of responsibilities described throughout this document.

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## **13.1 Confirmation of Understanding**

Organisations and supervising parties confirm that they:

- understand Eddy AI is an assistive technology tool only
- recognise that outputs are automated, probabilistic, and non definitive

- understand that the system does not provide monitoring, safeguarding, or intervention
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### **13.2 Acceptance of Responsibility**

Organisations and supervising parties confirm that they:

- retain full responsibility for safeguarding, duty of care, and user welfare
  - are responsible for monitoring, reviewing, and responding to alerts
  - will make all decisions using independent professional judgment
  - will maintain appropriate safeguarding procedures and oversight
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### **13.3 Acceptance of System Limitations**

Organisations and supervising parties acknowledge and accept that:

- the system may fail to detect risks or concerns
  - alerts may be inaccurate, incomplete, or delayed
  - reliance on the system alone is inappropriate
  - gaps in detection and response may exist
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### **13.4 Appropriate Use of the Platform**

Organisations agree that Eddy AI will:

- be used in accordance with this policy and all applicable laws
  - be integrated into existing safeguarding and operational frameworks
  - not be used as a replacement for trained professionals or statutory processes
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### **13.5 No Reliance as a Safeguarding System**

Organisations and supervising parties confirm that they will not:

- rely on Eddy AI as a primary safeguarding mechanism
  - treat alerts as definitive assessments or conclusions
  - delay action while awaiting system outputs
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## **13.6 Binding Effect of Use**

Use of Eddy AI constitutes:

- acceptance of the allocation of responsibility set out in this policy
  - agreement that **Ambertrace Labs** does not assume safeguarding responsibility
  - acknowledgement that all risk, decision making, and outcomes remain with the supervising organisation
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## **13.7 Organisational Responsibility for Communication**

Organisations are responsible for:

- ensuring relevant staff understand this policy
  - communicating appropriate expectations to users, parents, or guardians where applicable
  - ensuring the platform is used in a manner consistent with safeguarding and data protection obligations
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## **13.8 Ongoing Compliance**

Continued use of Eddy AI confirms ongoing acceptance of this policy.

Organisations must ensure that:

- use of the system remains compliant with their internal policies
- staff continue to act within their responsibilities
- any updates to this policy are reviewed and implemented appropriately