EAQUALS Artificial Intelligence (AI) Policy

Eaquals (Evaluation and Accreditation of Quality Language Services) is a UK-registered charity. The mission of Eaquals is to foster excellence in language education across the world by providing guidance and support to teaching institutions and individuals. Our values are to serve the interests of language learners worldwide, to promote all languages & cultures, to foster international cooperation & understanding, to encourage personal & professional development, to uphold openness & transparency, and to support fair dealing and professional service.

The principles outlined in this policy aims to ensure that AI use supports the mission, values and charitable objectives of the association and is compliant with UK law. The policy sets out the manner in which Eaquals (staff, volunteers and contractors e.g. consultants, inspectors etc.) may use AI within the association.

AI is understood as the systems and/or tools that generate, analyse or predict data, or predictive models.

Legal & Regulatory Compliance

- Adherence to UK GDPR & Data Protection Act 2018.
- Completion of Data Protection Impact Assessment (DPIA) before using AI with personal data.
- Identifying data is not entered into public AI tools.
- Maintenance of human oversight i.e. AI does not make legally or significantly impactful decisions alone.
- Maintenance of clear records of AI use and rationale in line with Charity Commission expectations.
- Adherence to Information Commissioner's Office (ICO) Guidance on AI and Data Protection for fairness, explainability and accountability.
- Maintenance of documentation indicating how risks and data protection requirements are met.
- Ensure that any AI use in recruitment or HR decisions complies with the Equality Act 2010 and avoids bias.

Our policy principles

- Accountability: Staff remain responsible for all outputs and decisions made using AI.
- Transparency: Clearly identify when AI tools have assisted in producing content or analysis.
- Fairness: Avoid bias or discrimination; review outputs for accuracy and equity.
- Confidentiality: Never share personal, sensitive, or confidential data with AI systems unless approved and anonymised.
- Security: Use only organisation-approved AI tools and store data safely.
- Ethics: Ensure AI use reflects Eaquals' values.
- Regular audits are carried out to ensure compliance, data protection, and fairness.

Our AI use
- Eaquals will maintain an AI register of approved tools and use. Staff use only pre-approved AI tools and follow internal guidance.
- Check AI-generated content for factual accuracy and tone before use.

- Attribute or disclose when AI has assisted in work.
- Report any suspected bias, data misuse, or errors immediately to Eaquals Data Protection Officer.
- Complete any required AI and data protection training.

Non-compliance with the Eaquals AI policy (including misuse, breach or harm to reputation) may lead to removal of system access. All breaches involving personal data will be reported to the ICO in line with the Data Breach Response Procedure.

In case of complaint, there are clear procedures in place outlining how to raise concerns. All issues will be taken seriously, no matter who they are from or who they involve. They will be considered and acted upon with a focus on independence, timeliness and impartiality. Details of Eaquals Complaints Policy can be accessed here.

This policy will be reviewed on an annual basis. Date of review 30.10.2025