FAQ: Superchat AI-Chatbot

Will my data be used for training purposes?
No. The OpenAI API terms of use clearly state that customer content - including input and output - <u>may not</u> be used for training purposes or to improve OpenAI services.

Who owns the rights to the input and output?
OpenAI does not reserve any rights to the input or output. The customer retains all rights to the input. Insofar as rights to the output exist, OpenAI assigns all rights to the customer.

Is data transferred to the USA?
For customers in the European Economic Area, OpenAI's services are provided by a company based in the European Union, OpenAI Ireland Ltd. If OpenAI Ireland transfers data to OpenAI in the USA as part of the services, this is done on the basis of suitable guarantees (e.g. the standard contractual clauses of the EU Commission).

Is there an order processing contract with OpenAI?
Yes, SuperX has concluded an order processing contract with OpenAI Ireland Ltd. The contract is available here: https://openai.com/policies/data-processing-addendum/

What security measures has OpenAI taken?
OpenAI has taken extensive measures to protect data from unauthorised access. In particular, data is encrypted both during storage ('at rest') and during transmission ('in transit'). Information on the security measures can be found here: https://openai.com/enterprise-privacy/

Can I use the Superchat AI chatbot in recruiting?
Yes, the chatbot is not a high-risk system within the meaning of the AI Act. The chatbot is a general-purpose AI that can be used for any communication with natural persons and has no specific purpose. Although the chatbot can be used to communicate with (potential) applicants, it cannot select applicants or evaluate applicants. The selection decision is made by a human being. This is why the chatbot is not a high-risk system, even if it is used in recruitment.