



Artificial Intelligence (AI) Policy for Responsible AI Use, Data Protection, and AI Governance

PC Clinic Ltd's AI policy explains how the company uses artificial intelligence responsibly across ICT support, client services, training, automation, analytics, and digital transformation projects while protecting privacy, security, and client confidentiality.

Effective Date: Updated on July 23rd 2026

Approved By: Shazan | Managing Director, PC Clinic Ltd

1. Purpose of This Artificial Intelligence Policy

PC Clinic Ltd is committed to responsible AI use, secure AI adoption, and ethical artificial intelligence governance across business operations, client engagements, managed ICT services, and PC Clinic Academy training. This Artificial Intelligence Policy defines how AI technologies must be selected, deployed, monitored, and reviewed to protect client data, improve service quality, support productivity, and align with recognised security, privacy, and governance best practices.

2. Scope of AI Use at PC Clinic Ltd

This policy applies to:

- All employees, contractors, and consultants of PC Clinic Ltd
- All AI systems deployed internally or on behalf of clients
- All AI-assisted workflows, including sales, support, training, automation, and analytics
- PC Clinic Academy programs and AI-related educational content

3. AI Governance Principles

PC Clinic Ltd follows the principles below to ensure responsible AI governance, safe AI implementation, trustworthy automation, and accountable use of AI-powered tools.

3.1 Transparency in AI-Assisted Processes

We clearly communicate when AI is used in our processes, including automated responses, analytics, and decision-support tools.



3.2 Privacy, Data Protection, and Client Confidentiality

AI systems must comply with:

- PC Clinic’s internal Security & Privacy Policies
- Client confidentiality agreements
- Applicable data protection laws Only authorized personnel may access or process data used in AI systems.

3.3 AI Security Controls

AI tools must be implemented with strong security controls, including:

- Encrypted data storage and transmission
- Access control and authentication
- Continuous monitoring for misuse or vulnerabilities

3.4 Human Oversight and Review

AI augments our work but does not replace human judgment. All critical decisions—technical, financial, or operational—must be reviewed and approved by a qualified PC Clinic team member.

3.5 Fairness & Non-Discrimination

AI systems must be evaluated to minimize bias and ensure fair treatment of all clients, partners, and employees.

3.6 Accountability

PC Clinic Ltd remains fully accountable for the outcomes of AI-assisted processes. Employees must use AI responsibly and report any misuse or anomalies immediately.

4. Acceptable Use of Artificial Intelligence

4.1 Internal Operations

AI may be used to:

- Automate administrative tasks
- Enhance customer support
- Improve workflow efficiency
- Support sales and renewal processes



- Generate reports, summaries, and insights
- Assist with training and documentation

4.2 Client Services

AI may be used to support:

- ICT support automation
- Adobe/Microsoft ecosystem workflows
- AI-powered call routing and sales assistance
- Data analysis and reporting
- Digital transformation consulting
- PC Clinic Academy training modules

All client-facing AI solutions must be approved by management before deployment.

4.3 Prohibited Uses

AI must **not** be used for:

- Unauthorized data scraping or data collection
- Automated decision-making without human review
- Creating misleading, harmful, or deceptive content
- Any activity that violates client agreements or legal requirements

5. AI Data Handling, Retention, and Review

- Only approved datasets may be used for AI training or analysis.
- Sensitive or confidential client data must never be uploaded into external AI tools without explicit written consent.
- Data retention must follow PC Clinic's Security & Privacy Policy.
- AI-generated content must be reviewed before being shared externally.

6. AI Vendor and Tool Evaluation

Before adopting any AI tool, AI platform, generative AI service, automation system, or analytics solution, PC Clinic Ltd will evaluate:

- Security certifications
- Data handling practices
- Compliance with international standards
- Integration compatibility
- Vendor reputation and support
- Long-term sustainability

Tools that do not meet PC Clinic's security and privacy requirements will not be approved.

7. Employee Responsibilities for Responsible AI Use

All employees must:

- Use AI tools only for authorized business purposes
- Protect client and company data at all times
- Follow this policy and all related security guidelines
- Report any suspected misuse, breach, or risk immediately
- Participate in AI training provided by PC Clinic Academy

8. Continuous Improvement of AI Governance

AI technologies evolve rapidly. PC Clinic Ltd will:

- Review this policy annually
- Update internal procedures as needed
- Provide ongoing AI literacy training
- Monitor emerging risks and best practices

9. AI Policy Enforcement

Violations of this policy may result in:

- Revocation of AI tool access
- Disciplinary action
- Contract termination (for contractors)
- Legal action where applicable

10. Contact PC Clinic Ltd About This AI Policy

For questions or clarification regarding this AI Policy, please contact:

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Frequently Asked Questions About PC Clinic Ltd’s AI Policy

What is the purpose of PC Clinic Ltd’s Artificial Intelligence Policy?

The purpose of this policy is to guide the responsible, secure, and ethical use of artificial intelligence across PC Clinic Ltd’s operations, client services, automation projects, analytics workflows, and training programs.

How does PC Clinic Ltd protect client data when using AI?

PC Clinic Ltd requires approved datasets, access controls, secure storage, human review, and compliance with internal security and privacy policies before client data may be used in AI-assisted processes.

Can employees use external AI tools with confidential information?

No. Sensitive, confidential, or client-owned information must not be uploaded into external AI tools unless explicit written consent has been obtained and the tool has been approved by management.

Who approves AI systems used for client services?

All client-facing AI solutions, AI automation tools, and AI-powered service workflows must be reviewed and approved by PC Clinic Ltd management before deployment.