Nectari – AI Use Policy
(Effective January 7, 2026)

This AI Use Policy explains how artificial intelligence ("AI") features are used within the Nectari business intelligence software (including versions branded as *Sage Enterprise Intelligence (SEI)*). It is intended to be read together with our [Software License and Subscription Terms](the "Terms") and our [Privacy Policy](). In the event of any conflict between this AI Use Policy and the Terms or the Privacy Policy, this AI Use Policy shall prevail to the extent necessary to resolve the conflict.

1. **Purpose of AI in Nectari**

   Nectari uses "AI Features" to help customers work more efficiently with their data, including:

   - generating or refining queries, reports or formulas,
   - summarizing and explaining data,
   - identifying insights, anomalies or trends,
   - enabling natural-language interaction with dashboards and analytics.

   AI Features are designed to assist users—not replace human judgment.

2. **Data Used by AI**

   When you use AI Features:

   - The system processes the data you submit ("Customer Data") as input to generate an output (together, the "Content").
   - Only the minimum data necessary is processed to provide the requested AI functionality.
   - You are responsible for ensuring that any data you submit is lawful and appropriate for AI processing.
   - You should avoid submitting highly sensitive or confidential information unless necessary.

3. **No Model Training on Customer Data**

   Consistent with the Terms:

   - Nectari and its Third-Party AI Providers (as described more fully below) process your inputs and outputs solely to provide, secure and improve the AI Features for your use of Nectari.
   - Neither Nectari nor its Third-Party AI Providers use any Content to train or retrain AI models that are made available to other customers.

4. **Ownership and Use of AI Output**

   As set out in the Terms:

   - You retain ownership of your Customer Data and the Content (inputs and outputs), to the extent permitted by applicable law.
   - Because AI systems can generate similar responses for different users, output is not guaranteed to be unique to you.

- You are responsible for reviewing and validating the output before relying on it.

5. Accuracy, Limitations and Human Review

AI technologies may generate content that may be incorrect, incomplete, inaccurate, or may misinterpret the data provided.

You must not rely on AI output without appropriate human oversight, particularly for:

- financial or compliance matters,
- legal, HR or contractual decisions,
- operational decisions with business impact,
- anything that could materially affect individuals or the organization.

Nectari is not responsible for decisions made based on AI-generated output.

6. Acceptable and Prohibited Uses

AI Features must be used responsibly and lawfully. You may not use AI Features to:

- generate deceptive, fraudulent or harmful content,
- perform unlawful tracking, surveillance or harassment,
- conduct discriminatory profiling or social scoring,
- manipulate individuals using deceptive or harmful techniques,
- develop or train competing AI models.

Your internal acceptable use and security policies should apply to your users' use of AI within Nectari.

7. Third-Party AI Providers

Nectari's AI features may rely on trusted third-party AI service providers that offer enterprise-grade security, privacy, and compliance capabilities.

These providers process inputs and outputs under their standard data protection terms and robust security frameworks, and they do not use Customer Data to train or improve models made available to other customers.

Availability and performance of specific AI features may depend on these third-party services. Data transfers are handled in accordance with our Privacy Policy and applicable privacy laws, including the European GDPR, Canada's PIPEDA and Quebec's Act Respecting the Protection of Personal Information in the Private Sector as amended by Law 25.

8. Changes to This AI Use Policy

We may update this AI Use Policy to reflect:

- changes in our AI Features,
- updates required by law or regulatory guidance,
- improvements to our privacy or security practices.

When changes are made, the "Last updated" date at the top of this page will be amended.

9. **Contact**

    For any questions regarding how your data is used by the AI Features please contact:

    - **Nectari Privacy and Data Protection Officer**
      privacy@nectari.com