



# **Artificial Intelligence in PEAR Transparency & Responsible Use**

*Our Commitment to Responsible AI*

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## Introduction

At TRG Screen, we are committed to transparency in how we develop and deploy artificial intelligence (AI) within our products. This document provides clear information about the AI features currently implemented within [PEAR](#), how they work, and how we protect your data.

Our AI capabilities are designed to enhance your experience, improve efficiency, and deliver actionable insights—all while maintaining the highest standards of data privacy and responsible AI use.

### 1. AI Features in PEAR

The following table outlines the AI features currently available in PEAR:

Features	AI Capability Category	Description
<b>PEAR AI Assist</b>	AI Insights	AI-powered policy, pricing, and licensing intelligence engine that enables users to ask natural-language questions and instantly retrieve structured, cited answers derived from PEAR's curated exchange content. The solution simplifies discovery of complex market-data commercial terms, improves compliance workflows, and accelerates decision-making.

### 2. How We Use AI Models

PEAR AI Assist uses a **Retrieval-Augmented Generation (RAG)** architecture combining large language models with real-time retrieval of authoritative PEAR data:

Key components include:

- **Large Language Models (LLMs):** Used to interpret user questions and generate human-readable responses.

- **Retrieval-Augmented Generation (RAG):** Relevant policy, pricing or licensing is retrieved from PEAR's structured and tagged repository and injected into prompts before generating responses.
- **Azure AI Search:** Supports semantic search and entity identification to locate relevant exchange, product, or policy content.
- **Function-driven retrieval workflows:** Structured backend functions retrieve specific policy, pricing, or licensing data prior to answer generation.

### 3. Data Privacy and Usage

We take data privacy seriously. Here is how we handle your data with AI:

- **Session Processing and Conversation Review:** User queries and responses may be securely logged and retained for internal monitoring, troubleshooting, quality assurance, and product improvement activities. These logs are accessible only to authorized internal personnel and are used solely to evaluate system performance and improve response accuracy.
- **No AI Model Training Using Customer Data:** Conversation logs are used only for internal product improvement and operational review and are not used to train external models.
- **Data Security:** All data processed by AI features is handled in accordance with our comprehensive data protection policies, including encryption at rest and in transit.

### 4. Transparent AI Output

To ensure fair representation and transparency:

- **Clear AI Identification:** All AI-generated content in PEAR is clearly labeled as "AI-generated". Each AI Assist session starts with the note

*"I'm PEAR AI Assist, I use artificial intelligence to help you find information on Policies, Pricing and Licensing."*

- **User Awareness:** Users are informed when they are interacting with AI-powered features, ensuring they understand the source of insights and recommendations.

## 5. Communication of AI Updates

We believe in keeping you informed about AI features and enhancements. Any new AI features or updates to existing AI capabilities are communicated through the following channels:

1. **Email Release Notes:** Sent to all PEAR users with detailed information about new or enhanced AI features
2. **In-App Pop-Up Notifications:** Displayed at next login to ensure visibility of important AI updates

## 6. Our Commitment to Responsible AI

The AI features in PEAR are developed in accordance with TRG Screen's AI Principles and Governance Framework, which emphasize:

- **Trust and Transparency:** Clear disclosure of AI use and capabilities
- **Privacy and Data Protection:** Robust safeguards for customer data
- **Security and Reliability:** Secure, consistent AI system performance
- **Accountability:** Clear ownership and oversight of AI features
- **Regulatory Compliance:** Alignment with applicable laws and standards

For more information about our broader AI principles and governance, please refer to our [TRG Screen AI Policy and Governance Framework](#).