birlasoft

Responsible AI at Birlasoft

Trustworthy innovation. Human accountability. Responsible outcomes.

At Birlasoft, we believe Artificial Intelligence should be developed and used in ways that earn and maintain the trust of our clients, employees, partners, and communities. As we integrate AI into our solutions, services, and operations, we are committed to innovation that is secure, transparent, accountable, and aligned with human values.

Our Principles

These principles apply to AI that Birlasoft develops, deploys, integrates, or uses in delivering services and conducting its operations, including relevant third-party AI systems.

Human Accountability	AI should augment human capabilities, not replace human responsibility. We maintain appropriate human oversight and accountability for AI-enabled decisions and outcomes.
Privacy and Data Protection	We are committed to safeguarding personal and confidential information. Our approach incorporates privacy considerations and responsible data handling practices throughout the AI lifecycle.
Security and Resilience	We strive to protect AI systems and the data they process through sound governance, risk management, and security practices designed to address evolving threats and risks.
Fairness and Inclusion	We seek to identify and mitigate unintended bias and promote the responsible use of AI in ways that support fair, ethical, and inclusive outcomes.
Transparency	We promote transparency regarding the use of AI and encourage awareness of its capabilities, limitations, and intended purpose. AI-generated outputs should be appropriately reviewed and understood in context.
Reliability and Quality	We seek to develop and deploy AI solutions that are reliable, effective, and fit for purpose. Human judgment remains essential in validating and using AI-generated recommendations and content.
Governance and Compliance	We maintain governance processes to support the responsible development and use of AI and to align with applicable legal, regulatory, contractual, and industry requirements.
Continuous Improvement	As AI technologies and regulations evolve, we continuously assess and enhance our governance, controls, and practices to support trustworthy and responsible AI innovation.

Building Trust Through Responsible Innovation

Our Responsible AI principles guide how we design, develop, deploy, and use AI. By applying accountability, privacy, security, fairness, transparency, reliability, and effective governance, we aim to deliver meaningful business value while maintaining the trust of those we serve.

Disclaimer

This statement sets out Birlasoft's guiding principles for the responsible development, deployment, and use of Artificial Intelligence. It does not create contractual obligations, constitute legal advice, or certify compliance with any law, regulation, or standard. Birlasoft may update its AI governance practices as technologies, regulations, standards, and industry practices evolve.