

Forthright/FORUM Artificial Intelligence (AI) Principles

Updated October 1, 2024

With decades of experience deploying advanced technology to facilitate our online dispute resolution services and programs, automation technology is in our DNA. The recent expansion of AI capabilities has not changed our guiding principle of “**Efficiency without Compromise,**” and we remain committed to using Artificial Intelligence (AI) responsibly and transparently. These Artificial Intelligence Principles (Principles) outline our approach to the use of AI and our commitment to ethical AI practices.

Purpose

The purpose of these Principles is to inform you about how we use AI, the principles guiding our use of AI, and the measures we take to ensure that AI is used ethically and responsibly.

Principles Guiding Our Use of AI

Our use of AI is guided by the following principles:

1. **Independence**: We design and deploy our systems in a manner that respects and maintains our impartiality as an administrator, and the independence and independent decision-making of our neutrals. AI will never be used to replace the autonomy of neutrals, but may serve as a tool to support and enhance administrative and user functions.
2. **Integrity**: We rigorously assess the technical systems currently in use, as well as any new systems prior to deployment, to ensure that they meet the highest standards of ethical considerations and are as free from bias as possible. We will continuously monitor, assess, and refine all AI specific technologies as necessary to identify and remedy potential sources and effects of bias, to the extent possible. We will engage in ongoing oversight to ensure that these technologies are Transparent, Explainable, Accurate, Reliable, and Secure.
3. **Oversight**: Our AI Legal Director exercises oversight for decisions about risks associated with AI system development and deployment, ensuring that a specific team and individual is tasked with AI risk management efforts.
4. **Fairness**: To support access to justice for all users, we use AI to support equity for all parties to the dispute, to maximize access to our dispute resolution services, and to reduce unnecessary delays in case disposition, consistent with the aims expressed in our Code of Ethical Conduct. In addition to supporting access and participation for all users, we use AI technologies with appropriate requirements of disclosure so as to support public trust and confidence.
5. **Customer Service**: Expanded use of AI aims to improve effectiveness and consistency in administrative services, including case management, program administration, user accessibility, and transparency. We use AI technologies in ways that maintain confidentiality and that safeguard the security of our systems and the data contained in those systems.

By adhering to these core principles, we will continue to be at the forefront of integrating AI technologies that augment the dispute resolution process, always prioritizing the well-being and rights of the users and businesses we serve.

How We Use AI

We use AI technologies to enhance our user experience and improve our dispute resolution services. Our use of AI includes, but is not limited to:

- Automated conflict checking;
- Automated case assignment and scheduling; and
- Data analytics.

Data Collection and Use

AI technologies rely on data to function effectively. We collect and use data in accordance with our Privacy Policy. The data we use for AI purposes includes, but is not limited to:

- Case metadata; and
- Arbitration Awards.

Contact Us

If you have any questions or concerns about our use of AI, please contact:

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Changes to These AI Principles

We may update our AI Principles from time to time. We will notify you of any changes by posting the new AI Principles on this page. You are advised to review these AI Principles periodically for any changes.