**Policy Framework Template**

*Use this template to develop your Policy Framework. The goal of developing a Policy Framework is to summarize the work done with the EIA and chatbot building to help develop clear policies and governance for implementing the chatbot. Assign someone in your team to be developing this as you go as there will be no time at the end to do this separately.*

### **Purpose and Mission**

Our chatbot exists to empower individuals from historically underrepresented communities with trustworthy, accessible information about clinical trials. We seek to address the legacy of medical harm and mistrust by offering clear, culturally sensitive, and emotionally supportive guidance. By removing barriers of jargon, fear, and bias, we help users understand their rights, navigate trial opportunities confidently, and choose what is best for themselves without pressure. We are committed to fostering dignity, rebuilding trust, and ensuring that every individual feels seen, respected, and supported throughout their journey.

### **Ethical Principles Commitment**

We are unwavering in our commitment to ethical, community-centered AI. Our chatbot is built on the following foundational principles:

* **Fairness and Non-Discrimination**: We design language, examples, and access pathways that are inclusive across race, gender, age, socioeconomic status, digital literacy, and language preference.
* **Transparency and Explainability**: We clearly disclose that users are engaging with an AI, explain the chatbot's purpose and limitations, and avoid any appearance of impersonating human services.
* **User Autonomy and Consent**: We respect user agency by providing clear opt-outs, never pressuring participation, and reinforcing that the user is always in control.
* **Privacy and Data Protection**: We practice minimal data collection (ideally none) and communicate our data handling practices openly and simply.
* **Safety and Non-Maleficence**: We prioritize emotional safety, avoid giving medical advice, and provide human escalation pathways when sensitive or distressing topics arise.
* **Beneficence (Doing Good)**: We aim to offer accurate, helpful resources and empower users to make informed, autonomous decisions.
* **Inclusivity and Accessibility**: We offer multilingual options and user flows designed for varying levels of literacy and tech familiarity, ensuring equitable access.
* **Emotional Safety and Well-Being**: We foster interactions grounded in respect, empathy, and validation of lived experiences.
* **Accountability**: We maintain clear processes for feedback, issue escalation, and continuous improvement based on community needs.

### **Data Privacy and Consent Policy**

Our chatbot is designed with a "privacy-first" approach:

* **Minimal Data Collection**: We do not require personally identifiable information (PII) for general chatbot use.
* **Clear Upfront Disclosure**: Before meaningful engagement, users are informed that they are interacting with an AI assistant, and any data handling is disclosed transparently.
* **Explicit Consent**: If any optional data collection is necessary (e.g., for connecting to human resources), users must explicitly opt in. Opt-outs are always available.
* **Anonymization and Security**: Any collected data (for system improvement purposes) will be anonymized, stored securely, and periodically purged following ethical guidelines.
* **No False Submission Promises**: The chatbot will not simulate submission of applications or enrollments. It will guide users to official, secure pathways.

### **User Rights and Protections**

Every user engaging with our chatbot holds the following rights:

* **Right to Transparent Communication**: Users will be notified immediately that they are speaking with an AI and informed of its purpose and boundaries.
* **Right to Autonomy and Control**: Users can freely end the interaction, request human help, or opt out of any data usage at any time.
* **Right to Privacy and Security**: Users' interactions will not be shared or stored beyond anonymized use without consent.
* **Right to Accessible and Respectful Interaction**: Users will have access to multilingual options, plain language, and empathetic conversational design.
* **Right to Feedback and Redress**: Users can submit feedback or report concerns easily through the chatbot interface, and issues will be directed to a human point of contact for review and response.

### **Closing Affirmation**

We affirm our deep commitment to building AI systems that serve, not exploit; that respect, not diminish; and that empower, not coerce. Our chatbot is a bridge toward healing historic wounds and creating new pathways to trusted, equitable participation in medical research. We pledge to continuously reflect, adapt, and hold ourselves accountable to the communities we aim to serve. Ethical AI is not a one-time achievement—it is a living commitment to trust, transparency, dignity, and shared humanity.