**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**

The Inclusive Event Assistant chatbot supports public venue managers (arenas, parks, festivals) in proactively planning for accessibility, cultural sensitivity, attendee safety, and emotional belonging. It serves all event participants, particularly marginalized or vulnerable groups, ensuring that public spaces are welcoming, safe, and inclusive for everyone.

**Ethical Principles Commitment**

We commit to fairness, inclusivity, emotional safety, privacy, transparency, and accessibility in every aspect of chatbot design and deployment. The chatbot prioritizes equity for people of all abilities, languages, genders, and cultural backgrounds.

**Data Privacy and Consent Policy**

The chatbot does not collect personal user data unless absolutely necessary for accommodation support requests. All data collection is opt-in, clearly disclosed, and users can engage anonymously. Privacy practices are explained upfront in plain language before interaction begins.

**User Rights and Protections**

Users have the right to:

* Understand that they are interacting with an AI assistant.
* Engage without providing personal data unless they choose to.
* Report accessibility or safety concerns directly and immediately.
* Escalate sensitive issues to human support staff. A clear escalation path will be built into the chatbot's UI, and all users will have access to a "Need Human Support?" option at any time.

**Closing Affirmation**

Inclusive Event Assistant is committed to creating public events where physical access, emotional safety, cultural respect, and dignity are non-negotiable. Our chatbot acts as a bridge to empower venue managers and attendees alike, upholding fairness, safety, transparency, and the right to belong.