**Policy Framework (Case 20)**

*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**

*Summarize the problem statement, who it serves - the users that the chatbot is targeting.*

The purpose of this LLM agent is to educate non-technical people to teach the youth about dangerous aspects associated with the internet. This includes phishing, predators, exploitation, and generative AI news/content.

**Ethical Principles Commitment**

*A sentence or two on the ethical principles you are prioritizing, for example, privacy, language, accessibility.*

Our primary ethical concern is to provide information and advice that reduces overall harm when interacting with the internet. We want to emphasize how to minimize personably identifiable information.

**Data Privacy and Consent Policy**

*How are you addressing the data that the chatbot is training on, what disclaimers might you include with the chatbot, how are you addressing user consent?*

To prevent OpenAI from obtaining personably identifiable information, we make sure to disclaimer to explain how to minimize how to provide personably identifiable information.

**User Rights and Protections**

*If an ethical principle is violated, what rights does the user have and who is their point of contact or nodal agency to address this? How will this be clear and communicated to the user?*

Our chatbot, CyberSage, is committed to protecting the rights and autonomy of its users, primarily educators seeking guidance on ethical AI use in classrooms.  
User rights and protections are communicated clearly at the start of each chat session through an introductory disclaimer. These rights include:

* **Right to Informed Use**:  
  Users are informed that the chatbot does not store personal or sensitive data unless explicitly stated, and that any shared information should not include identifiable individuals.
* **Right to Privacy and Consent**:  
  Users have the right to opt out of any data collection. They are provided with links to instructions for requesting data deletion if personal data is accidentally shared.
* **Right to Fairness and Bias Review**:  
  If users encounter outputs they believe are biased, inaccurate, or ethically questionable, they may report the interaction. A human review process will evaluate these cases to ensure accountability and continuous improvement.
* **Right to Non-Discrimination**:  
  Users will not experience different levels of service based on their background, role, or any personal characteristic. Parents and caregivers from diverse communities, including suburban and rural geographic areas, and from underrepresented backgrounds, will be treated equitably.
* **Right to Point of Contact**:  
  Concerns, complaints, or data privacy requests can be submitted to the designated Ethics and Compliance Contact at [info@cybersage.com](mailto:info@classai.com). The chatbot will include a visible and accessible link to this contact information within its interface.

**Closing Affirmation**

*Write a short paragraph reiterating the key principles and commitments to ethical use of your chatbot.*

Our chatbot is built with the unwavering belief that education is the strongest safeguard for youth in the digital age. We are committed to providing clear, accessible, and trustworthy guidance to empower parents, caregivers, educators, and mentors — regardless of technical background — to protect young people from online threats.

By prioritizing privacy, safety, transparency, and cultural sensitivity, we aim to foster critical thinking and digital resilience.  
 We recognize that technology evolves rapidly, and we pledge to evolve responsibly alongside it — always centering the well-being and dignity of the youth we serve.

Through this work, we affirm that a safer, smarter internet begins with informed, empowered adults leading the way.