

AI Use Policy

Last Updated: January 1, 2026

This AI Use Policy (“**AI Policy**”) describes how **PYBK, Inc.**, doing business as **Playbook** (“**Playbook**,” “**we**,” “**us**,” or “**our**”), uses artificial intelligence and machine-learning technologies in connection with the Playbook platform and related services (collectively, the “**Services**”).

This AI Policy is incorporated by reference into the **Terms of Service** and applies to all users, including administrators, members, and guest users, who access or interact with AI-powered features.

1. Scope of AI-Powered Features

The Services may include AI-powered capabilities, including but not limited to:

- Natural-language search and retrieval across Customer Content
- Retrieval-augmented generation (RAG) using customer-provided data
- AI agents that assist with task completion, scheduling, prioritization, recommendations, and workflow automation
- Analysis of data, patterns, dependencies, and outcomes
- Optimization suggestions and predictive insights
- AI-generated templates, summaries, drafts, classifications, or recommendations

AI features are provided as **assistive and augmentative tools** intended to support, not replace, human decision-making.

2. Nature and Limitations of AI Outputs

AI-generated outputs:

- Are **probabilistic** and inherently uncertain
- May be **inaccurate, incomplete, outdated, or misleading**
- May reflect limitations in available data, context, or model behavior

AI outputs are provided “**as is**” and **do not constitute professional advice**, including but not limited to legal, financial, engineering, construction, safety, compliance, or regulatory advice.

You acknowledge and agree that **you are solely responsible** for reviewing, validating, and approving all AI-generated outputs prior to reliance or use.

3. No Reliance or Substitute for Human Judgment

The Services and AI features are **not a substitute for professional judgment, human oversight, or independent verification**.

Playbook does not guarantee that:

- AI outputs are correct, complete, or suitable for any particular purpose
- AI-powered actions or recommendations will achieve desired outcomes

Any decisions made based on AI outputs are made **at your own risk**.

4. Data Usage, Learning, and Derived Data

Customer-Scoped Processing

AI features may process Customer Content and user interactions within the customer’s workspace to provide functionality such as search, retrieval, analysis, recommendations, automation, and optimization.

Derived, Aggregated, and De-Identified Data

Playbook may create and use **derived data**, including aggregated, anonymized, de-identified, or transformed data such as embeddings, metadata, usage patterns, workflow structures, system outputs, and performance signals, to:

- improve AI models, algorithms, agents, and system behavior
- enhance accuracy, relevance, reliability, and performance
- develop new features, services, and capabilities
- operate long-term learning, optimization, and feedback loops

Derived data is processed in a manner designed to **prevent identification or reconstruction of any individual, guest, customer, project, or workspace**, and does not include identifiable Customer Content.

No Exposure of Customer Data

Playbook does **not** use identifiable Customer Content to train or operate AI systems in a manner that:

- discloses one customer's data to another
- allows reconstruction of Customer Content
- identifies a specific customer or user

5. Guest Users and Third-Party Information

The Services may allow customers to invite **guest users, external collaborators, vendors, or other third parties** to interact with Customer Content.

Customers represent and warrant that they have the legal right to invite such guests and to permit processing of guest-provided information.

Playbook may process and analyze **guest interactions, activity, and associated data** in the same manner as other user data for purposes of operating, securing, improving, and optimizing the Services, including AI-powered features.

Playbook has **no direct contractual relationship with guest users** and disclaims any independent obligations to guests beyond those required by applicable law.

6. Autonomous and Agentic Behavior

Certain AI-powered features may operate **autonomously or semi-autonomously**, including making recommendations, prioritizing actions, generating outputs, or executing tasks based on predefined rules, configurations, or learned patterns.

Playbook does **not** guarantee that AI-powered actions will be reviewed or approved by a human prior to execution. Customers are responsible for configuring controls, approvals, permissions, and oversight appropriate to their use case.

7. Customer Responsibilities

You agree that you are responsible for:

- Ensuring you have the legal right to submit Customer Content for AI processing
- Ensuring AI outputs are appropriate for your intended use
- Not relying on AI outputs as the sole basis for critical decisions
- Complying with applicable laws when using AI features

You must not use AI features in a manner that:

- Violates law or third-party rights
- Produces unlawful, deceptive, or harmful outcomes
- Attempts to reverse engineer models, prompts, or system behavior
- Circumvents safeguards, controls, or usage limitations

8. Ethical and Acceptable Use

AI features must be used responsibly and ethically.

You may not use AI features to:

- Generate unlawful, fraudulent, or deceptive content
- Misrepresent AI-generated content as human-generated where prohibited by law
- Infringe intellectual property, privacy, or other rights

Playbook may restrict, modify, or suspend AI feature access for misuse.

9. Intellectual Property and No Training Claims

Playbook retains all rights, title, and interest in its AI systems, models, agents, workflows, and improvements.

Customers and guest users acknowledge that:

- AI-generated outputs may be similar to outputs generated for other users or by other systems

- No rights, ownership, or compensation arise from Playbook's use of derived, aggregated, or de-identified data
- Use of the Services does not grant any ownership interest in Playbook's AI technologies

10. Third-Party AI Technologies

Playbook may leverage third-party AI models, platforms, or infrastructure to deliver AI features.

Playbook does not guarantee:

- Continuous availability of specific AI features
- That AI capabilities will remain unchanged over time

AI features may be modified, limited, replaced, or discontinued at any time.

11. Security and Confidentiality

AI processing is subject to Playbook's security controls and confidentiality obligations as described in the **Privacy Policy** and **Data Processing Addendum (DPA)**.

No AI system is error-free or immune from risk.

12. Updates to AI Features and Policy

AI technologies evolve rapidly. Playbook may update AI features, safeguards, or this AI Policy at any time.

Continued use of AI-powered features after updates constitutes acceptance of the revised AI Policy.

13. Governing Terms

This AI Policy is governed by and incorporated into the **Terms of Service**. In the event of a conflict, the Terms of Service control.

14. Contact Information

PYBK, Inc.

Email: **support@pybk.ai**