

Bonterra AI

Responsibility Statement

At Bonterra, we believe AI should serve people and their missions, never the other way around. Every feature we design is built with discipline and care, because in this sector, trust is the foundation of progress.

We hold ourselves to three principles that others often treat as afterthoughts:

1. **Governance & ethics:** We review every AI use case before launch and hold it to recognized global standards and our own ethical values. Our AI is mission-driven, built for fairness, guided by transparency, and accountable to human oversight. Governance is not bolted on later, it's built into the foundation.
2. **Privacy & security:** Client data is never currency. We defend it with enterprise-grade safeguards, encryption at every stage, and hardened AWS infrastructure. We never use customer data to train general-purpose Large Language Models (LLMs). Clients own their data, period, and we treat sensitive information with the highest level of care, from standards that align with HIPAA due care for PHI to PCI-DSS protections for financial data.
3. **Environmental sustainability:** Power without waste. We deploy AI efficiently by using inference, not expensive retraining, and we choose right-sized models for the job. Our systems run on green infrastructure that's proven more energy-efficient than standard data centers. And we don't stop there, we measure, improve, and evolve our practices as research and technology advance.

Our goal is simple: deliver AI that organizations can trust, so they can advance their missions with confidence. Learn more about how we put these principles into practice below.

Governance & Ethics

Our AI strategy is grounded in Bonterra's Ethical AI Values. We have an established AI Governance Committee who reviews every use case before launch, ensuring it aligns with our values and supports client missions. Our teams weigh risks, benefits, and alternatives at every stage, because governance is not an afterthought, it is designed into the foundation.

The ethical standards guiding our work include:

- **Mission-driven design:** AI built to advance social good, not spectacle.
- **Fairness & inclusion:** Proactively identifying and reducing bias in outputs.
- **Transparency:** Clear communication on when and how AI is applied.
- **Accountability:** Human oversight in every high-stakes decision.

We also align our governance with leading frameworks including SANS CIS Controls (v8), ISO/IEC 27001:2022, SOC 2, and NIST SP 800-53 (Rev. 5), to ensure our systems are resilient, auditable, and continuously improving.

Privacy & Security

At Bonterra, we take a security & privacy first approach grounded in strong operational controls and trusted industry practices. For us, protecting data is not optional — it is the foundation of trust.

- **Strong safeguards:** We protect confidentiality, integrity, and availability through continuous monitoring, encryption at rest and in transit, role-based access with MFA, and full audit logging.
- **Trusted Infrastructure:** Our AI runs on Amazon Web Services (AWS), which provides secure workload isolation to protect your data. For any protected health information (PHI), we use only HIPAA-eligible AWS services with safeguards such as encryption, audit controls, and breach notification protocols.
- **Data ownership & sensitive use:** Clients always own their data. We use only aggregated, anonymized information for service improvements and apply heightened safeguards for sensitive cases, including PCI-DSS-aligned protections for financial data. Our Privacy Notice, Master Services Agreement, and Data Processing Agreement make these commitments enforceable.
- **AI data use:** We never use client data to train our own AI models, and our third-party LLM partners do not retain customer data. Data is used only to deliver the requested features or responses, and no one else can see your prompts, files, or results. All AI features run securely in our cloud environment, powered by AWS.

Environmental Sustainability

We recognize that AI carries environmental impacts, and we are committed to reducing them. Sustainability is a design choice, not an afterthought.

- **Efficient deployment:** We focus on inference (applying existing models), not training massive new models. Training consumes the most energy, while inference is far lighter, reducing our footprint while still enabling powerful features for clients.
- **Green infrastructure:** We run on AWS, which is more energy-efficient than typical data centers and committed to 100% renewable energy.
- **Continuous improvement:** We track AI energy use, adopt more efficient methods as they emerge, and train our teams to use AI responsibly.

By taking these steps, we ensure AI benefits communities without placing an unnecessary burden on the planet.

Purpose-built with trust in mind

At Bonterra, we use AI to strengthen missions, not compromise them. By embedding governance into design, protecting privacy and security with enterprise-grade rigor, and reducing environmental impact through efficiency and research-backed practices, we deliver AI that organizations can trust.

And we know this work isn't one-and-done. Trusted AI is built in continuous partnership, with our customers, our communities, and the entire social good ecosystem. We refine through feedback, share responsibility for responsible use, and evolve in lockstep with the missions we support.

Our commitment is clear and uncompromising: AI must be ethical, secure, and sustainable — because anything less puts missions at risk.