

Artificial Intelligence within D'leteren Group: Guiding Innovation and Ensuring Trust

Justification and Purpose for Implementing Artificial Intelligence

D'leteren Group regards artificial intelligence (AI) as a driver for continuous improvement. AI helps us optimise our internal processes through task automation and information analysis related to the company's activities. It also supports our teams by providing intelligent tools for writing, information research, training, and project monitoring.

Commitment to trust and relevance

Before any use of AI, D'leteren Group questions the real added value compared to existing tools: does AI deliver a greater benefit than conventional solutions?

Each project undergoes thorough analysis by management and relevant departments. If a traditional solution suffices, robustness and simplicity are prioritised. AI is only adopted when its contribution is concrete, measurable, and relevant for our employees or operational efficiency.

Shared and specialised governance

AI project validation is based on collective, structured governance:

- The Privacy Office ensures legal compliance and data protection, managing risk analysis in accordance with the AI Act.
- The Cybersecurity team assesses technical risks, tool security, and the management of sensitive information.
- The Legal department verifies legal compliance (copyright, contracts, etc.).

Decisions regarding the use of AI always result from collective and multidisciplinary reflection.

Guarantees and best practices

Transparency: We communicate explicitly when AI is involved in a service or analysis, detailing its function and role.

Human supervision: No critical or sensitive decision is made solely by AI; human validation remains systematic for any impact on individual rights.

Respect for Privacy: Personal data is managed with rigorous oversight and in full compliance with the General Data Protection Regulation ("GDPR"). Additional details can be found in our [Privacy Policy](#).

Security: Only validated and secure AI tools are used, with regular controls and restricted access according to internal policies.

Fairness and non-Discrimination: Potential biases are monitored and corrected to ensure compliance with non-discrimination principles from the design stage of projects.