Edpuzzle AI Transparency Statement

Version 1.0
Effective: July 17, 2026

OVERVIEW

Edpuzzle uses artificial intelligence ("AI") and machine learning in limited, assistive, safety-focused, and accessibility-supporting ways to support the educational purposes of the service and to provide, maintain, and secure specific service features in a safe learning environment.

Edpuzzle's AI use generally falls into two categories, which we refer to collectively in this statement as AI features and functions:

- **AI-enabled features:** Some features are user-facing and optional. These features are **available only to educators**, schools, administrators, or other authorized users, **are not available for direct student use**, and are used only when affirmatively selected or enabled by such users.
- **AI-supported functions:** Other functions are not directly user-facing and may operate in the background as needed to support moderation, safety, transcription, accessibility, security, or related service functionality.

In all cases, these AI features and functions are designed to support teacher workflows and platform operations, remain subject to human oversight where applicable, and do not replace educator judgment or make autonomous decisions about students, including decisions affecting grades, discipline, placement, or academic outcomes.

WE DO NOT USE PERSONAL DATA SUBMITTED THROUGH OUR SERVICES, INCLUDING STUDENT PERSONAL DATA, TO TRAIN GENERAL-PURPOSE, FOUNDATION, OR LARGE LANGUAGE MODELS, AND WE CONTRACTUALLY RESTRICT APPLICABLE THIRD-PARTY PROVIDERS FROM DOING SO ON OUR BEHALF.

Edpuzzle's approach to AI is grounded in human oversight, privacy-by-design, transparency, risk mitigation, and compliance with applicable student privacy and data protection laws.

This statement explains how our AI-enabled features work, what data may be processed, and the safeguards we apply. It is intended to provide transparency and general information about our AI practices. For legally binding terms, please refer to our Terms of Service, Privacy Policy, applicable customer agreements, and, where relevant, our Data Processing Addendum and Trust Center materials.

AI USE CASES

Edpuzzle deploys AI capabilities for specific, well-defined educational and operational purposes such as:

- generating draft educational content, including suggested questions and other teacher-support materials;
- assisting with grading or review workflows;
- moderating content for safety, quality, or policy compliance; and
- transcribing audio or video, including for accessibility and related service functionality where offered.

HUMAN REVIEW AND DECISION-MAKING

AI-generated or AI-assisted outputs are **assistive only**.

In the context of our educational services, teachers and other authorized users remain responsible for reviewing, editing, and approving outputs before use.

We do not use AI to make final decisions about grades, discipline, placement, academic outcomes, or other decisions that could have legal or similarly significant effects on a student without meaningful human review. Where applicable law regulates solely automated decision-making, including under the GDPR, we do not use AI for solely automated decision-making that produces legal or similarly significant effects on students.

Users should not rely on AI-generated outputs without appropriate review, as AI outputs may be incomplete, inaccurate, or inappropriate in a given context.

DATA USED FOR AI FEATURES

Depending on the use case, our AI features and functions may process limited data needed to provide the requested feature or service, support the educational purposes of the platform, or enable related safety, moderation, accessibility, security, or core service functionality. This may include, for example:

- text entered by a user;
- educational materials selected by an educator or other authorized user;
- audio or video submitted for transcription;
- metadata or contextual information necessary to generate a requested output; and
- limited system, operational, or safety-related information used to operate, maintain, secure, and support the service.

We aim to limit the data used for AI features to what is necessary for the specific function requested. Where an AI feature is optional, data is generally processed for that feature only when the feature is selected, enabled, or invoked by an authorized user.

Certain AI-supported functions may also process limited data in the background where needed for safety, moderation, security, accessibility, or core service functionality.

STUDENT DATA AND PERSONAL DATA

As part of our educational services, student data and other personal data may be processed only as needed to provide the requested educational service, support the educational purposes of the platform, and comply with applicable law, our contracts, and our privacy commitments.

We do **not** use personal data submitted through our services, including student personal data, to train general-purpose, foundation, or large language models.

We also require applicable third-party AI service providers that process customer data on our behalf to refrain from using that data to train or improve their own general-purpose AI models.

THIRD-PARTY AND HOSTED AI SERVICES

To provide certain AI features and functions, we may use a combination of:

- internally hosted or managed models and tools; and
- third-party service providers acting on our behalf under contractual and technical controls.

Where third-party providers are used, they support specific functions and are subject to applicable confidentiality, data protection, and use restrictions. Information about relevant subprocessors or service providers is available through our Trust Center.

SAFEGUARDS AND PRIVACY PROTECTIONS

We apply administrative, technical, and contractual safeguards designed to protect personal data and other data processed in connection with our AI features and functions. Depending on the use case, those safeguards may include:

- data minimization;
- access controls and role-based restrictions;
- controlled processing environments;
- contractual restrictions on vendor use of data;
- technical safeguards designed to reduce misuse of AI-enabled features, including safeguards intended to reduce malicious input;

- usage limits and rate controls designed to prevent abuse and protect service availability;
- security monitoring, logging, and abuse detection;
- contractual restrictions on third-party service providers' use of data, including prohibitions on using customer data for AI model training; and
- de-identification or pseudonymization where appropriate and feasible.

These measures are intended to support privacy-by-design and reduce risk. However, no system is perfect.

AI-enabled features are designed to support, not replace, human judgment and should be used with appropriate human oversight.

ACCURACY, LIMITATIONS, AND RESPONSIBLE USE

AI systems can produce errors, omissions, biased results, or misleading outputs, and performance may vary depending on context and input. For that reason:

- AI outputs should be reviewed before use;
- teachers and authorized users should not treat AI outputs as automatically correct;
- teachers and authorized users remain responsible for any decisions made using AI-assisted tools; and
- AI features should be used in a manner consistent with applicable law, school policies, contractual terms, and our platform rules.

Where applicable, we may limit, suspend, or modify certain AI features and functions to improve safety, compliance, or performance.