AI Usage Policy for Marketplace Apps

Elevatic

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1 1. Scope

This policy describes how Elevatic Software GmbH ("Elevatic") uses artificial intelligence (AI) in and around the apps it publishes on the Atlassian Marketplace. It applies to all Elevatic apps and all Elevatic personnel. Which features of an app use AI, and how they work, is described in the documentation of each app, which is authoritative for that app.

2 2. AI in our apps

Where an Elevatic app includes AI features, the following applies:

- **Customer content is never used by Elevatic to train or improve AI models.** Where we use our own AI providers, their contract terms exclude training on customer content. Where a feature runs on the customer's Atlassian AI platform (Rovo), Atlassian's AI terms and the customer's own Atlassian data settings apply.
- **Permissions are respected.** AI features act with the permissions of the user concerned and never use content that user could not access.
- **We do not store prompts or results.** Content sent to an AI provider is processed for the request and is not retained by Elevatic.
- **Customers stay in control.** Administrators decide whether AI features are used on their site, through the app configuration or the underlying Atlassian platform settings.
- **Output is a suggestion.** AI-generated content is marked as such. Content in a customer's site is changed only by a user or by an automation the customer has set up.
- **We disclose what we use.** AI features are identified as such in the product. For every AI feature, the app documentation names the AI provider, the processing region and the retention period, and providers processing customer content are listed as subprocessors on our Trust Center.

3 3. AI in developing and supporting our apps

Our teams use AI tools for development, testing, documentation and support. Only tools that have passed our security and data protection assessment are used, and only through company-managed accounts whose terms exclude the use of our data for model training. Customer content is treated as confidential and is used only with tools approved for that classification. AI-generated code passes the same review, testing and security scanning as all other code. A named person is accountable for every AI-assisted change and communication. All personnel complete mandatory AI training.

4 4. Governance

This policy is owned by the Chief Operating Officer of Elevatic Software GmbH, reviewed at least annually and whenever we introduce or materially change an AI feature, and published on our Trust Center. AI-related security or privacy incidents are handled under our Incident Response Plan, including communication via our Statuspage and notification of Atlassian where required.

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5 5. Change history

Version	Date	Changes
1.0.3	04 Nov 2026	Change the title of the policy
1.0.2	01 Oct 2026	Minor word refinements
1.0.1	17 Sep 2026	Wording refinement
1.0	17 Sep 2026	First version