

RESPONSIBLE AI STATEMENT

Introduction

Kortext is committed to the responsible, transparent and secure use of artificial intelligence (AI) in support of teaching, learning and academic workflows. Our AI-enabled capabilities are designed to enhance engagement with trusted academic content while preserving academic integrity, institutional control and human oversight.

For our clients Kortext applies AI within a secure, institution-governed environment. Our approach prioritises safety, reliability and alignment with the needs and policies of higher education institutions.

This statement applies to AI-enabled functionality across the Kortext product suite, including content, study and teaching platforms, learning analytics, institutional insights and reading list management and covers any product feature that uses machine learning or generative AI models, whether to generate, summarise or retrieve content, or to analyse data and produce recommendations or insights.

Kortext's internal corporate use of AI is governed separately under its information security management system.

Our Approach to Responsible AI

Human-centred and Assistive Use

Kortext AI functionality is designed as an assistive, human-in-the-loop capability. AI-generated outputs are advisory and require user interpretation and review. Kortext does not use AI to make solely automated decisions about individuals and all substantive decisions remain with human users.

Users retain full control over how AI outputs are used, including the ability to disregard, modify or challenge AI-generated responses. Where concerns arise, these can be raised through support channels and are subject to human review and oversight. Where appropriate, AI related concerns are managed through Kortext's incident management process.

Grounded in Trusted Academic Content

Kortext AI is designed to ensure that AI outputs are grounded in authorised academic and institutional content. This approach improves relevance and transparency while reducing the risk of unsupported or inappropriate outputs.

AI functionality operates within a controlled platform environment, using only institution-approved content sources rather than unrestricted external data.

Where sufficient supporting information is not available, the system is designed to indicate uncertainty or decline to provide a response.

Transparency and User Awareness

Kortext is committed to transparency in the use of AI. Users are clearly informed when interacting with AI-generated functionality. AI outputs are presented as assistive content and should be verified by users. Where applicable, responses are supported by references to underlying source material.

Privacy, Data Protection and Security

Kortext applies privacy-by-design principles to all AI-enabled services.

Personal data is not used to train or fine-tune AI models. Customer and user data is processed only as required to deliver the service. Data processing is limited to generating responses to user prompts and by default prompts may be retained for up to 30 days for abuse monitoring.

Ownership of input and output data remains with the customer and such data is processed solely for the purpose of delivering the service.

Customer content, institutional intellectual property, user prompts and AI-generated outputs are not used to train, retrain or fine-tune foundation models, and are processed solely for the purpose of delivering the requested AI service within the institution's authorised environment.

Kortext processes data in accordance with applicable data protection legislation, including UK GDPR, and applies technical and organisational controls such as encryption, access controls and monitoring to protect information.

Accessibility and Inclusive Design

Kortext is committed to ensuring that AI-enabled services are designed and deployed in a manner that supports accessibility, inclusivity and equitable access to learning.

AI functionality is developed with consideration for diverse user needs and varying levels of digital literacy. AI-enabled features are designed to complement the accessibility capabilities of the wider Kortext platform and support inclusive learning experiences.

Accessibility considerations form part of the development and assessment process for AI-enabled services. AI enabled features are assessed against the accessibility standards applied to the wider Kortext platform, including the applicable Web Content Accessibility Guidelines (WCAG).

Governance and Institutional Control

AI functionality within Kortext platforms is governed through a combination of organisational oversight and customer control mechanisms.

AI features are not enabled by default and are activated only following institutional approval. Institutions retain control over configuration, access and usage policies. Role-based permissions and policy-based controls govern how AI is used.

Oversight of AI-enabled functionality is maintained at senior level within Kortext, with responsibility for governance, compliance and risk management.

Governance is exercised through the Kortext Information Security Committee, and this statement is reviewed at least annually and following any material changes to AI functionality, legislation or regulatory guidance.

Explainability, Accountability and Educational Value

Kortext recognises that effective use of AI within higher education requires transparency, accountability and a clear educational purpose.

Kortext remains accountable for the design, deployment, monitoring and governance of AI-enabled functionality. AI capabilities are developed and implemented to support teaching, learning, research and learner engagement, rather than replace human expertise, judgement or academic decision-making. AI outputs should be capable of being understood, assessed and challenged by users.

AI features are introduced only where they provide clear educational, operational or user benefit and align with the objectives of higher education institutions.

Safety, Reliability and Risk Management

Safeguards include policy-driven guardrails, controlled content access, grounded output generation using approved content, monitoring, validation, audit logging and human review processes. Audit logs relating to AI enabled functionality are retained in accordance with Kortext's logging standards, and relevant records can be made available to an institution on request.

Periodic testing and evaluation of AI-enabled functionality is undertaken to assess accuracy, reliability, effectiveness and alignment with intended outcomes.

Kortext reviews AI-enabled functionality on an ongoing basis to assess performance, identify emerging risks and support continuous improvement.

Fairness and Bias Mitigation

Kortext addresses bias risk through platform design and governance. AI outputs are grounded in trusted, institution-approved sources. Personal and demographic data is not used for model training. Human oversight ensures that AI outputs remain subject to review and critical evaluation.

Kortext recognises that grounding alone does not remove the potential for bias in underlying models, and bias related risks are considered as part of the periodic testing and evaluation of AI enabled functionality.

Use of Trusted AI Technologies

Kortext uses AI models provided via Microsoft Azure OpenAI Services.

Kortext undertakes appropriate due diligence when selecting and utilising third-party AI technologies and service providers. AI providers are assessed against security, privacy, regulatory, operational and responsible AI criteria. Kortext maintains oversight of how these technologies are integrated into its services and applies additional application-level controls to ensure alignment with institutional requirements, educational use cases and responsible AI principles.

Supporting Ethical and Effective Learning

Kortext is committed to ensuring that AI enhances, rather than replaces, teaching and learning. AI functionality is designed to support understanding and engagement with academic materials, operate transparently, and align with institutional policies and academic integrity frameworks.

Continuous Review, Assurance and Compliance

Kortext recognises that AI technologies, regulatory frameworks and societal expectations continue to evolve. Accordingly, Kortext maintains an ongoing programme of review, monitoring and assurance for AI-enabled functionality.

This includes periodic assessment of AI-related risks and controls, monitoring of output quality and reliability, review of emerging legislation and guidance, assessment of new AI capabilities prior to adoption, staff awareness and governance activities, and continuous improvement informed by customer feedback and evolving best practice.

Kortext is committed to complying with applicable legal and regulatory obligations relating to AI and aligning its practices with recognised industry standards, responsible AI frameworks, including ISO 42001 and the NIST AI Risk Management Framework and higher education sector expectations.

This statement was approved by our Chief Operating Officer, who reviews and updates it annually.



Mark Edmondson
Chief Operating Officer & UK Managing Director

Effective from: May 2026
Reviewed: annually