



Artificial Intelligence and Automated Tools

The Cholangiocarcinoma Foundation may use artificial intelligence and other automated tools to support our staff in activities such as preparing and reviewing materials, analyzing information, improving programs and services, supporting fundraising and constituent engagement, and carrying out administrative and operational functions. We use these technologies to augment human capabilities and judgment, not to replace the relationships, expertise, empathy, and accountability that are central to our mission.

We apply additional safeguards when AI systems may process personal information, health-related information, donor information, or other sensitive information. Staff may use sensitive or identifiable information with AI tools only when the tool and the specific use have been approved for that type of information. When approved AI services process such information, including through authorized system integrations, we apply privacy, security, confidentiality, access, and data-use protections appropriate to the information and its intended use.

These protections may include contractual requirements governing confidentiality, data retention, secondary use, and model training, as well as Business Associate Agreements where required or appropriate. For AI services approved to process personal information on CCF's behalf, we require protections intended to prevent that information from being used to train a provider's general-purpose AI models unless CCF has expressly authorized a specific use consistent with applicable law and CCF policy.

AI-generated and AI-assisted outputs are subject to human oversight appropriate to their context, sensitivity, and potential impact. We do not use AI as the sole decision-maker for individualized patient support or other decisions that could have a significant effect on an individual.

When patients, caregivers, donors, or other members of our community interact directly with an AI-powered feature offered by CCF, we will provide appropriate notice regarding the use of AI and obtain consent when required by applicable law or the nature of the service.

Our use of artificial intelligence is governed by CCF policies and practices designed to promote responsible use, protect sensitive information, maintain appropriate human oversight, and ensure that AI use remains consistent with our mission and responsibilities to the communities we serve.