

Code of conduct

Here at assistEU, our mission is to **ensure a fast and easy access to the European Parliament information**, in the spirit of improving the **effectiveness of institutions**, which devise and implement policies for the benefit of all European citizens.

assistEU intends to carry out this mission in the spirit of European Institutions with which we share our principles and values. We cannot do that without taking into consideration the precious work of all agents working within the institutions, from those who were elected by citizens to civil servants to those who liaise every day with the aforementioned institutions. We want to make sure that their work is recognised and widespread.

The purpose of this document is to outline the principles that guide our action and thereby ensure that our use of information and data is fair and respectful. To this end, we put an emphasis on 4 core values : **openness, loyalty, transparency** and **responsibility**.

This Code guarantees that these values are reflected on a daily basis in both the management and activities of the company. As such, every member of assistEU strives to act in accordance with the provisions of the present Code, regardless of their title or level of responsibility.

LOYALTY AND TRANSPARENCY

Recognising the role of such platforms and their algorithms in regards to online information access, assistEU commits to developing its products in accordance with our values of neutrality, loyalty and transparency.

Commitment

- assistEU undertakes to provide its classification in good faith, providing political information without seeking to alter or divert it for purposes beyond the proper information of its users. For example, assistEU does not favour one political affiliation or view at the expense of another.
- assistEU is committed to providing its users with fair, clear and transparent information on the criteria used to organise information on its platform.
- assistEU strives to make data from artificial intelligence models statistically representative.
- assistEU applies these guiding principles in the choice of any subcontractors, service providers and software solutions.

In practice

- assistEU engineers, data scientists and developers, in their day-to-day design work, take care not to introduce any bias or ideological, doctrinal or capitalistic criteria in the algorithms and models of artificial intelligence.
- assistEU relies on a legal advisor that the technical teams consult when developing the product. The legal advisor trains the teams in the detection of bias, ensures the effective information of users and regularly checks the correct application of the principles of this Code.
- Sales teams are able to answer questions from customers and prospects concerning the general operation of the algorithms used by assistEU.
- Each employee reports as quickly as possible to the legal advisor on any bias that they may discover and any request aimed at altering the technology of assistEU in a way that does not comply with this Code.

PRIVACY

At assistEU we think that privacy and security are essential rights for all our users. Therefore, we only use data responsibly, confidentially and for a specific purpose.

Commitment

- The data we collect can be transmitted either directly - those entered by the user, such as mandatory contact information - or automatically (the so called "web analytics", for which user consent is required). This may include information relating to users' navigation, visit duration, IP address, browser type and version.
- Web analytics data are collected in an anonymous way (by recording IP addresses) by Google Analytics, and enables us to measure our website's audience possible errors in order to constantly improve the user experience.
- We are committed to acting in compliance with Regulation (EU) 2016/679 (General Data Protection Regulation), more commonly known as GDPR. Accordingly, personal data are only collected with the user's mandatory consent and is stored for no longer than 3 years. Users have the right to consult, request modification or deletion of all their personal data as well as withdraw their consent to data processing.
- assistEU's customer data are not resold or processed for third parties' advertising purposes. They are only transferred to subcontractors participating in the provision of assistEU's services.

In practice

- Access to customer account details is restricted to assistEU sales departments, and other teams must justify a legitimate request for access to these data in order to view it.
- The development of new features is carried out on a separate database that does not include customer data.
- assistEU's sales teams are informed by the Data Protection Officer on best practices in commercial prospecting, and consult the DPO before any decision is taken that may result in new processing of personal data. More broadly, all assistEU employees are made aware of issues related to the protection of personal data.

SUSTAINABILITY

assistEU recognises the fundamental nature of preserving the environment and promotes ecological values in all of its businesses. In addition to complying with applicable law, assistEU's employees are committed to limiting their environmental impact by adopting sustainable behaviours such as limiting printing, sorting waste, reducing consumption of electricity and other natural resources as well as limiting the use of plastic.

PEOPLE

Relations between employees, personnel management and job candidates are based on the principles of trust and mutual respect. assistEU embraces diversity and guarantees equal opportunities, recognition and career development for all. It is also recalled that any form of discrimination or harassment is strictly prohibited.

CONFLICT OF INTEREST

assistEU values of openness and transparency do not leave any room for situations of conflict of interest, which are strictly prohibited. assistEU's team undertakes to avoid any situation that involves a conflict between their personal interests and the interests of the company. For example, no employee should accept a competitor, client or supplier's offer for compensation, gifts or other benefits. Employees commit to reporting any potential conflict of interest to their managers or the founders of assistEU.