

Responsible Use of Artificial Intelligence

Commitment to Responsible AI

As a company that develops and deploys artificial intelligence (AI) technologies, Trend Micro recognizes our responsibility to ensure that these technologies are developed and used in ways that are ethical, transparent, and accountable and in alignment with global standards, including the EU Artificial Intelligence Act (Regulation (EU) 2024/1689) (“**EU AI Act**”).

Core Principles

1. **Transparency:** Trend Micro is committed to designing and implementing AI systems in our products in a transparent manner, such that our customers will know when AI is being used and how they may be affected in material and consequential ways.
2. **Fairness:** Trend Micro aims to design and implement AI systems into its products and services in a way that promotes fairness and equity for all individuals, regardless of their demographic characteristics, such as age, gender, race, ethnicity, or socioeconomic status.
3. **Privacy:** Trend Micro develops its products and services with user privacy in mind and in accordance with our [Global Privacy Notice](#), with appropriate measures taken to protect personal data and ensure compliance with relevant privacy regulations.
4. **Accountability:** AI systems should be designed and implemented with clear lines of responsibility and accountability, such that any negative impacts or consequences can be traced back to the appropriate parties.
5. **Safety and Security:** AI systems should be designed and implemented with appropriate measures to ensure the safety and security of users, such as protecting against cyber-attacks or preventing physical harm in the case of autonomous systems.
6. **Human Control:** AI systems should be designed and implemented to enable human control and oversight, with appropriate safeguards in place to prevent autonomous decision-making that could harm individuals or society as a whole.
7. **Social Responsibility:** AI systems should be designed and implemented in a way that reflects the broader social and ethical implications of their use, and that seeks to promote positive outcomes for all of society.
8. **Continuous Improvement:** AI systems should be continuously evaluated, monitored, and improved upon, to ensure they remain aligned with these principles and evolving ethical norms.

Compliance with the EU AI Act

We are fully committed to complying with the EU AI Act. Our efforts are concentrated on the following principles:

- **Risk-Based Approach:** We classify and manage AI systems according to the risk levels defined by the EU AI Act (unacceptable risk, high risk, limited risk and minimal risk), ensuring appropriate safeguards for high-risk systems.
- **Transparency Obligations:** For AI systems requiring transparency under the EU AI Act, such as those interacting with users (e.g., chatbots), we provide clear disclosures to inform users they are interacting with AI.
- **Prohibited Practices:** We strictly prohibit the development or deployment of AI systems that fall under the "unacceptable risk" category, such as those involving harmful manipulation or social scoring.
- **High-Risk AI Requirements:** For high-risk AI systems, we implement robust risk management, data governance, and documentation practices, including maintaining technical documentation and ensuring conformity assessments as required by the EU AI Act.
- **Post-Market Monitoring:** We establish continuous monitoring mechanisms to evaluate the performance and impact of our AI systems after deployment, ensuring ongoing compliance with regulatory standards.

For more information on how Trend Micro treats data and privacy, please visit our global Trust Center at www.trendmicro.com/trustcenter.