

AI Trust Center FAQ

As organizations increasingly adopt NavaX AI from ArisGlobal to accelerate innovation and improve outcomes, responsible data practices remain essential. This guide provides answers to common questions, including how customer data is used and protected, how AI-generated outputs are governed, and the safeguards in place to support AI reliability and trust.

What is NavaX?

NavaX is ArisGlobal's next-generation cognitive computing engine for life sciences. It brings together advanced automation, Generative AI, Agentic AI, and intelligent data analytics to help teams digitize workflows, improve productivity, and deliver better end-to-end outcomes.

What AI technology are you using?

NavaX uses Generative AI and Agentic AI to analyze structured and unstructured information, extract relevant content, and support the creation of life sciences-specific outputs and narratives.

How is my data used?

Customer data remains under the customer's control and is processed only to provide the requested functionality. Customer data processed by NavaX AI is not used to train foundation models and is not shared across customers. ArisGlobal also applies controls such as workflow orchestration, validation rules, confidence scoring, human review thresholds, and auditability mechanisms to support appropriate use in regulated environments.

Is my data used to train your AI models?

No. Customer data is not used to train, retrain, or fine-tune AI models. NavaX AI leverages commercially available foundation models under arrangements that provide contractual commitments and technical controls to ensure customer prompts, inputs, and outputs are not used to improve or train those models.

How is my data stored?

Customer data is stored in accordance with the customer's contracted environment, applicable security controls, and data protection requirements. Access, retention, and storage practices are governed by the applicable agreement and ArisGlobal's information security policies.

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Who owns the data used by ArisGlobal?

Customers retain ownership of their Customer Data. To the extent permitted by law and the applicable agreement, customers also own the inputs they provide, alongside the customer-specific outputs generated by the AI features. ArisGlobal retains ownership of its services, AI features, underlying technology, and related intellectual property.

Where is my data processed?

Customer data is processed in accordance with the customer's contracted environment, selected deployment model, and applicable data processing terms. Specific processing locations and sub-processors are addressed in the applicable agreement and data protection documentation.

Who owns AI data outputs?

Customers retain ownership of their data and customer-specific outputs generated through the platform, subject to the applicable agreement and law. ArisGlobal does not acquire ownership of customer data or customer content and uses customer data only to provide the contracted services.

Can I trust AI-generated outputs?

AI-generated outputs should be reviewed before use. NavaX AI is designed to support human oversight through confidence indicators, source traceability, validation workflows, and auditability. Users remain responsible for reviewing and approving outputs before relying on them.

What are the limitations of AI-generated outputs?

Like all AI systems, NavaX AI may occasionally produce inaccurate, incomplete, or misleading results. Customers should review AI-generated outputs, apply appropriate professional judgment, and maintain human oversight for critical decisions. ArisGlobal does not guarantee that AI-generated outputs will be error-free, complete, or suitable for every specific purpose.

How do you mitigate AI risks (e.g., bias or inaccuracies)?

ArisGlobal uses reasonable and risk-based controls to help mitigate AI-related risks, including inaccuracy, bias, unsafe outputs, or potentially infringing content. These controls include validation, monitoring, confidence scoring, human review, and governance processes. Customers are encouraged to promptly report problematic outputs so they can be reviewed and addressed.

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