



AI Fair Processing Notice

Like many progressive organisations, Future Talent Learning has embraced the adoption of generative AI to deliver a superior, consistent and qualitative experience to learners.

The adoption of these technologies does not rely on automated decisions or fully automated assessments: our coaches carry out decisions on assessments and outcomes. The AI component, Mentarri, is simply used as a digital enabler augmenting human-centric services.

Purpose

Mentarri, used solely as a agent to understand and respond to natural language, can support learners and FTL coaches in the following ways:

- **Administrative Support** – Responding to queries about the programme and general administrative tasks.
- **Content Guidance** – Helping learners in understanding learning materials and key concepts.
- **Resource Navigation & Segmentation** – Helping learners locate and access relevant resources more easily.
- **Activity Feedback** – Simulating quizzes and role-plays and offering developmental feedback.
- **Written Work Review** – Helping FTL coaches review written submissions to ensure they meet required criteria.

Personal Data Processed

- **Name** (first and last)
- **Email address**
- **Application usage** - such as login times, session durations, and feature usage.
- **IP address** - The platform temporarily captures and attaches users' IP addresses to log data but does not process or use these IP addresses for any purposes other than troubleshooting. This means the IP addresses are only accessed to diagnose and resolve technical issues, ensuring minimal use and retention.

This data is handled securely within FTL's infrastructure, with the following safeguards in place:

- **Role-based access controls** ensure only authorised staff can access data.
 - FTL's Technology team may review data for quality monitoring.
 - Our third-party AI vendor may access data only with FTL's authorisation for technical support, under a binding Data Processing Agreement (DPA).
- **Logical data segregation** keeps each client's data in a separate, secure schema accessible only to designated users.
- **Encryption at rest and in transit** protects data from unauthorised access.
- **No personal data or chat content is shared with external systems or used for AI training.**

How Mentarri Operates

Mentarri operates as a Small Language Model (SLM) using a Retrieval-Augmented Generation (RAG) architecture. This means it generates responses only by retrieving information from FTL's prescribed resources.

Because Mentarri works within a closed, controlled environment, its responses are more reliable and trustworthy than those generated by open-domain AI systems.

By default, it does not use external models or access third-party data sources. However, a second layer of retrieval using external models can be enabled at a client's request.

We are guided by the following principles:

- **Integrity** – We focus on delivering accurate, fair, and responsible responses that avoid causing harm.
- **Quality Assurance** – Mentarri is regularly reviewed for accuracy, relevance, and overall performance.
- **No Profiling** – We do not use profiling algorithms to make assumptions about users.

Your Rights

This does not affect your rights: for reassurance, you can always ask a coach to verify any decisions made about assessments or automated profiling.

To exercise your rights under the UK or EU GDPR in relation to automated processing of personal data, please contact dataprotection@futuretalentlearning.com

