



**SmartyGrants**  
Software, data science & grantmaking intelligence

# Introducing our AI Transparency Statement

We're publishing a new SmartyGrants AI Transparency Statement, effective 2 July 2026. This is a new document, not an update to an existing one, and it sets out in detail how we build, govern and use AI and automation across SmartyGrants. It's available at <https://www.smartygrants.com/policies#ai-transparency-statement>.

## 1 Why we're publishing this

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As AI becomes more common in software, we want to be clear and specific about what we do and don't do with it, rather than leaving it to a general privacy statement. The new AI Transparency Statement is our detailed answer to "how does SmartyGrants use AI, and what does that mean for my data and my decisions?"

## 2 Where things stand today

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As at June 2026, SmartyGrants has no AI features powered by large language models (the models behind ChatGPT and Claude) in production. Everything currently available is rule-based automation: predictable, auditable, and not driven by machine learning. Our first AI feature of this kind is expected in early 2027, subject to testing and ethical review.

## 3 The principles that guide us

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- Human decision-making stays central. Our tools generate summaries, suggestions and flags, never verdicts.
- Automation before AI. We reach for well-designed automation first, and only introduce AI where it clearly adds value.
- Every AI feature is optional. Grantmakers choose whether to switch a feature on, and nothing is enabled by default.
- Every AI feature goes through ethical review (our Dignity Lens framework) and a Data Protection Impact Assessment before release, and periodically afterwards. The features are released with user guidelines to ensure best practices, and avoid misuse of the tool.
- We don't let AI providers use your data to train their models, and we don't share your submitted data with third-party AI providers for their own purposes.
- Tools are fit for purpose. We design AI to work inside existing grantmaking processes, reducing duplication and friction, not adding steps.

## 4 Where your data is stored

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Data stays within the jurisdiction it's hosted in. Australian and New Zealand customers' data is hosted in Australia; UK and European customers' data is hosted in the United Kingdom. Data doesn't move outside that jurisdiction without your explicit consent.

## 5 How we handle personal information

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**AI use by our staff.** We use AI tools day to day for tasks like drafting and analysis. We never put data submitted through SmartyGrants into these tools. Where personal information is needed for normal business, like a name or email in a contract, we use it only when necessary and with consent.

**AI features in SmartyGrants.** Grantmakers decide what data passes through these features. Whatever they pass through is protected by our security protocols: encrypted in transit, kept separate between clients, and limited to what each feature needs. It stays in our controlled environment, is never used to train AI models, and grantmakers remain responsible for how they use the outputs.

## 6 Your rights and choices

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- If you're a grantmaker, you decide which AI or automation features to enable, and you can turn any of them off at any time without affecting your existing programs or applications in progress.
- If you're a grant applicant with a question about how AI may have been used in assessing your application, contact the grantmaker running the program first. If you can't resolve it with them, you can contact SmartyGrants directly.
- Each AI feature comes with its own Governance Pack explaining what it does, what data it uses, and what safeguards apply.

*This summary is a plain-English guide. The AI Transparency Statement itself is the authoritative document. If you have questions, contact us at [service@ourcommunity.com.au](mailto:service@ourcommunity.com.au).*