

6. Automated Decision-Making

Section 2: Compliance Assessment Checklist

This section explains how Data for Change assesses whether its AI voice survey practices involve automated decision-making and whether appropriate legal bases, user protections, explanations, and human oversight mechanisms are in place.

Use of Automated Processing

Our system uses automated processing to:

- Transcribe responses
- Categorize responses
- Score or rank participants
- Generate profiles
- Make decisions affecting individuals

Human Involvement

The level of human involvement is:

- No human involvement, fully automated
- Human review before decisions are finalized
- Human review available upon request

Right to Contest Decisions

Users can challenge automated decisions via:

- Email
- Phone
- Web form
- Not available

Explanation of Decisions

We provide users with:

- Explanation of decision outcomes
- Information about underlying logic
- No explanation provided

Legal Basis for Automated Decisions

Automated decisions are based on:

- User consent
- Contract necessity
- Legal requirement
- Not applicable

Safeguards Implemented

We implement the following safeguards:

- Human oversight
- Bias monitoring
- Regular audits
- Documentation of model behaviour
- Other: [specify]