

Artificial Intelligence

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Omega Work has no built-in AI. What happens when you connect your own AI assistant, where your data goes, and what remains your responsibility.

Legal references

Regulation (EU) 2024/1689 (AI Act), arts. 4, 5 and 50 · Regulation (EU) 2016/679 (GDPR), art. 22 (automated decision-making)

1. No built-in AI

Omega Work has no artificial-intelligence features of its own today. Projects, tasks, comments and attachments are never sent to a model, neither ours nor anyone else's, unless you connect one yourself as described below.

If a built-in AI feature is ever added, it will be **switched off by default**, it will be switched on from the workspace settings, and this page will say beforehand which data it receives and where it is processed.

2. Connecting your own AI assistant

Omega Work offers an API and an **MCP server** (Model Context Protocol), through which an AI assistant of your choice — for example Claude, ChatGPT or Cursor — can read and update the workspace on your behalf.

- The connection uses a **key that you create** in the workspace. The assistant can see and do only what the person who created the key can see and do, and the key can be **read-only**.
- Everything the assistant does goes through the same rules as the interface: permissions, history, notifications. Changes are recorded in the activity log.
- You can revoke a key at any time; the assistant loses access immediately.

The contract with the AI provider is yours

The data the assistant reads from Omega Work is sent to the provider of that assistant under **your** contract with that provider: its terms decide where the data is processed, for how long it is kept and whether it is used for training. Check them before connecting the assistant, and choose business terms where they exist. That provider is your processor, not our sub-processor.

3. Your data and model training

OutLine Digital Agency does not use customer data to train artificial-intelligence models, neither its own nor anyone else's, and does not give it to anyone for that purpose.

4. Using AI responsibly

If your staff use AI assistants with Omega Work, make sure they know how to use them well:

- **Always check.** Models produce plausible text even when it is wrong: an invented date or figure goes unnoticed precisely because it is well written.
- **Share only what is needed.** Give the assistant a read-only key or a key for a user who can see only the relevant projects.
- **No health or criminal-record data** in an external model.
- **No decisions about people.** A generated text must not decide a hiring, a dismissal or an assessment: that decision belongs to a person.
- **Be transparent.** If you publish content generated with AI, the rules on transparency towards its readers apply to you as the user.

5. Contact

For questions about the API, the MCP server or how to revoke access, write to **amministrazione@outlinedigital.it**.

The current full text is always available at <https://work.omegasuiteapp.com/legal/ai?lang=en>. For any question: amministrazione@outlinedigital.it.