

Human Oversight Policy AI

Viewplus Ireland Ltd / Ordis UK Ltd

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1. Purpose

This policy defines how Viewplus Ireland Ltd / Ordis UK Ltd ensures effective human oversight over artificial intelligence (AI) systems to promote accountability, safety, fairness, and compliance with applicable regulations.

This policy complies with the EU General Data Protection Regulation 2016/679 (EU GDPR), the UK General Data Protection Regulation (UK GDPR), and the UK Data Protection Act 2018. The mention of one regulation in the body of the text should be interpreted as reference to both regulations.

2. Scope

This policy applies to all AI systems developed, deployed, or used by Viewplus Ireland Ltd / Ordis UK Ltd, particularly those that influence decisions affecting individuals, operations, or compliance obligations.

3. Objectives

Viewplus Ireland / Ordis UK Ltd aims to:

- Ensure meaningful human control over AI systems
- Prevent harm and mitigate risks
- Enable intervention in automated decisions
- Maintain accountability for AI-driven outcomes

4. Principles of Human Oversight

Viewplus Ireland Ltd / Ordis UK Ltd adopts the following principles:

- Human-in-the-loop: Humans review and approve decisions before execution
- Human-on-the-loop: Humans monitor AI systems and can intervene when needed
- Human-in-command: Humans retain ultimate authority over AI systems
- Proportionality: Oversight level matches system risk

5. Oversight Design Requirements

AI systems must be designed to:

- Allow human intervention at key decision points
- Provide clear and interpretable outputs
- Include override and shutdown mechanisms
- Generate alerts for unusual or high-risk outcomes

6. Roles & Responsibilities

Viewplus Ireland Ltd / Ordis UK Ltd assigns responsibilities as follows:

- AI System Owners: Ensure oversight mechanisms are implemented
- Operators: Monitor outputs and intervene when necessary

- Compliance/Legal Teams: Ensure regulatory alignment
- Senior Management: Maintain accountability for AI use

7. Decision Review & Intervention

For high-risk or impactful decisions:

- Human review is required prior to final decision
- Escalation paths must be defined
- Decisions can be overridden or reversed
- Logs must capture human interventions

8. Training & Competence

Personnel involved in oversight must:

- Receive training on AI system functionality and risks
- Understand limitations and potential biases
- Be capable of making informed decisions
- Participate in ongoing training programs

9. Monitoring & Performance

Viewplus Ireland Ltd / Ordis UK Ltd shall:

- Continuously monitor AI outputs
- Evaluate accuracy and fairness
- Review oversight effectiveness
- Adjust oversight mechanisms as needed

10. Documentation & Record-Keeping

Viewplus Ireland Ltd / Ordis UK Ltd must document:

- Oversight procedures and controls
- Roles and responsibilities
- Intervention logs
- System performance and review outcomes

11. Incident Handling

In case of issues or failures:

- Humans must intervene immediately
- Incidents must be recorded and investigated
- Corrective actions must be implemented
- In the case of Serious incidents, systemic failures, or breaches resulting from AI system malfunctions these will be reported to the relevant supervisory authority (e.g., Data Protection Commission) immediately, and no later than the statutory timelines prescribed by GDPR and the EU AI Act."

12. Compliance Alignment

This policy supports compliance with:

- GDPR (Article 22 – automated decision-making)
- EU AI Act (human oversight requirements for high-risk systems)
- Internal governance and risk frameworks

13. Review & Updates

This policy will be reviewed periodically and updated to reflect regulatory changes, technological developments, and operational learnings.

14. Contact Information

For questions, contact: info@ordishealthcare.com

15. Policy and Revision Control

- Policy Prepared for: Viewplus Ireland Ltd / Ordis UK Ltd
- Approved by Management on: 10th August 2026
- Policy Became Operational on: 10th August 2026
- Next Review Date: June 2027