Human Oversight Policy

linkeme.ai -- Easylab AI (TLI S.A.)

Document: Human Oversight Policy (Article 14, EU AI Act)

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1. Purpose

This document describes how linkeme.ai ensures meaningful human oversight of AI-generated content, in alignment with Article 14 of the EU AI Act. Our approach ensures that humans remain in control of all content publication decisions.

2. Content Generation Workflow

2.1 Standard Mode

In standard mode, the content generation and publication workflow is:

1. **Content request:** User initiates content generation (manually or on schedule).

2. **AI generation:** The AI system generates one or more content proposals (text, image, or video).

3. **User review:** Generated content is presented in the dashboard with "draft" status. The user can:
   - Approve the content as-is
   - Edit the content before approval

- Reject the content and request regeneration
- Delete the content entirely

4. **Scheduling:** Approved content is scheduled for publication at a user-selected time.

5. **Publication:** Content is published to the selected social media platforms.

> **Key principle:** No AI-generated content is published without explicit user action (approval or scheduling).

2.2 Full Auto Mode

Full Auto mode automates content generation and scheduling, but retains human oversight through:

Control	Description
User-defined guidelines	Users configure topics, tone, frequency, and content restrictions before enabling Full Auto.
Content queue	Generated content appears in a review queue. Users can review and modify before the scheduled publication time.
Pause/disable	Users can pause or disable Full Auto mode at any time, immediately stopping new content generation.
Platform selection	Users choose which platforms receive Full Auto content.
Frequency limits	Publication frequency is limited by the user's plan and settings (not unlimited).

Post-publication review	Published content remains visible in the dashboard for post-publication review and can be unpublished if needed.

3. User Controls

3.1 Content Controls

- **Edit before publish:** All generated content can be modified before publication.
- **Regenerate:** Users can request a new generation if the current one is unsatisfactory.
- **Delete:** Users can permanently delete any generated content.
- **Unpublish:** Already published content can be removed from social media platforms.

3.2 AI Feature Controls

- **Full Auto toggle:** Enable or disable automated content generation at any time.
- **Platform selection:** Choose which social networks receive AI-generated content.
- **Content guidelines:** Define topics to include or exclude, tone preferences, and brand guidelines.
- **Language selection:** Choose the language for content generation.

3.3 Account Controls

- **Network disconnection:** Disconnect social media accounts at any time, immediately revoking publishing access.
- **Account deletion:** Delete the entire account and all associated data.
- **Data export:** Export all generated content and account data.

4. Internal Oversight

4.1 Monitoring

- Automated health checks run hourly to detect stuck content generations or failed publications.
- Content generation failures are logged and monitored.
- System alerts are triggered for anomalous patterns (e.g., unusual failure rates).

4.2 Quality Assurance

- AI model outputs are tested regularly for quality and brand alignment.
- User feedback on generated content is collected and analyzed to improve generation quality.
- Content generation prompts are reviewed and updated based on quality metrics.

5. Incident Response

In case of AI-related incidents (e.g., inappropriate content generation, data leaks to AI providers):

1. Immediately pause affected AI features.
2. Assess the scope and impact of the incident.
3. Notify affected users if their data or published content is impacted.
4. Implement corrective measures before re-enabling the feature.
5. Document the incident and update procedures as needed.

6. Article 14 Compliance Summary

linkeme.ai ensures human oversight of AI systems by:

- Maintaining humans in the loop for all content publication decisions
- Providing clear and accessible controls for users to manage AI features
- Implementing monitoring and quality assurance procedures
- Enabling users to override, modify, or disable AI outputs at any time
- Maintaining incident response procedures for AI-related issues