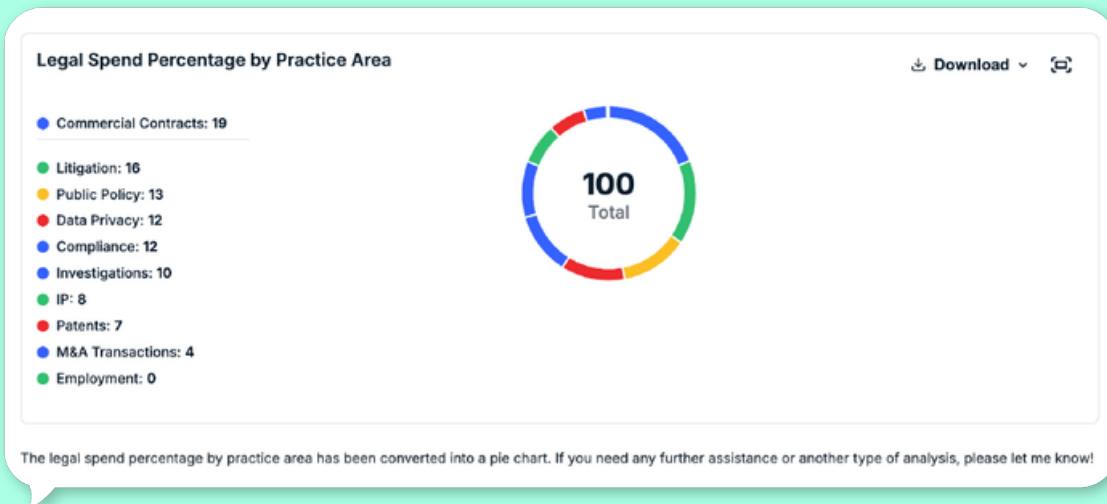


## ✦ Ask Unity

# AI Transparency & Security

## Frequently Asked Questions

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Ask Unity AI...



# Overview

Ask Unity is an AI-powered, conversational analytics experience embedded within the Unity SaaS application that allows authorized users to query and analyze legal operations data using plain English questions. Through a full page chatbot, users can ask questions such as “What is my total legal spend last year?” and receive structured, data backed responses, including summaries, tables, and visualizations sourced directly from Unity’s data warehouse. Ask Unity uses a large language model (LLM) in an agentic workflow, is constrained to supported data and defined behaviors, and inherits Unity’s role-based access controls (RBAC) to ensure users only see data they are authorized to access.

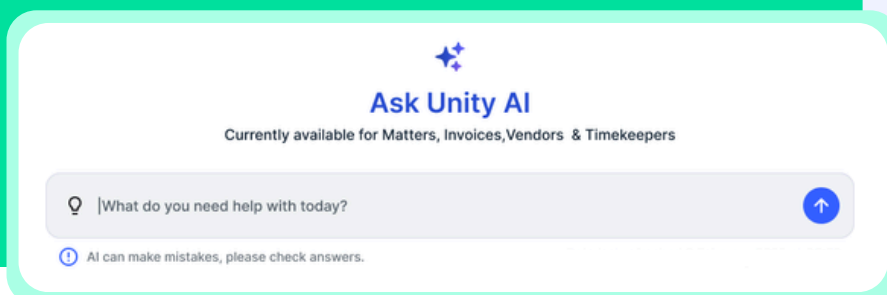


## Core Capabilities

- **Natural Language Querying** – Ask Unity enables authorized users to ask plain English questions about their legal operations data through a conversational, full page chatbot experience. User questions are translated into queries against the Unity data warehouse and returned as grounded, data backed responses.
- **Data Visualization and Download** – Ask Unity emphasizes visual analysis by generating charts and graphs—such as pie charts, bar charts, and line graphs—directly from user queries, enabling users to quickly identify trends and insights without navigating traditional reports. The system also provides functionality to download displayed tabular data and visualizations for use outside the platform.
- **Data Coverage** – Currently, Ask Unity supports queries across core legal operations data, including Matters, Vendors, Invoices, Line Items, Timekeepers, and Timekeeper Rates. Additional data domains will be incorporated in future phases.

## How Ask Unity Works

- 1 User Input**  
An authorized user submits a question in plain English through the Ask Unity interface.
- 2 Query Interpretation**  
Ask Unity analyzes the user’s question to understand what information is being requested and identifies the relevant Unity data needed to generate an accurate response.
- 3 Data Retrieval**  
Ask Unity retrieves the data required to answer the question and applies Unity’s existing access controls, ensuring users only receive answers based on data they are permitted to see.
- 4 Results and Visualization**  
Ask Unity returns a grounded, structured response based on the underlying data, which may include tables and visualizations such as charts and graphs, presented in a conversational format.



# FAQs

## ✦ Will Customer data be used to train or improve the AI system?

No. Customer data, including prompts, warehouse query results, or generated outputs is not used to train or fine-tune the underlying large language model (LLM).

## ✦ Is data used to improve Ask Unity?

Onit may use anonymized customer feedback to improve elements of the Ask Unity experience, such as prompts, user experience, guardrails, and overall reliability. This feedback is not used to train the LLM.

## ✦ Where is Ask Unity developed?

Ask Unity is developed by Onit as part of the Unity product.

## ✦ How is the AI model trained, and is customer data used?

Ask Unity uses commercial large language models (LLMs) provided by OpenAI. Onit does not train or fine-tune a custom foundation model using customer data.

## ✦ Where is Ask Unity hosted, and how is data residency handled?

Ask Unity is hosted in AWS in the same geographic region as the customer's Unity tenant, with data residency maintained. AI processing, including LLM inference, occurs within the same region aligned to the customer's deployment.

## ✦ Who owns the customer data used by Ask Unity?

Customers retain ownership of their data in Unity. Ask Unity does not change data ownership, licensing, or customer rights in any way.

## ✦ What data does Ask Unity use to generate responses?

Ask Unity operates on:

- Authorized user prompts or questions, and
- Query results from the customer's Unity data warehouse

All data access is subject to Unity's existing role-based access controls (RBAC), ensuring users only receive responses based on data they are authorized to access.

## ✦ Can third-party AI providers access customer data?

Ask Unity uses OpenAI as a large language model (LLM) sub processor under a Zero Data Retention (ZDR) configuration. Data submitted for inference is not retained by OpenAI and is not used to train OpenAI models. Processing is region scoped, and for U.S. tenants, requests are processed in the United States only.

## ✦ Is customer data shared with third parties for monitoring or telemetry?

No. All observability and telemetry for Ask Unity is self-hosted by Onit. No third-party providers are used for monitoring, logging, or analytics.

## ✦ Can Onit personnel access Ask Unity data?

Authorized Onit personnel may access Ask Unity conversation logs or content on a limited, as needed basis for support and debugging purposes. Such access is governed by role-based access controls (RBAC) and least privilege principles.

## ✦ What AI models does Ask Unity use?

Ask Unity uses OpenAI's GPT-4 and GPT-5-class models, integrated directly within the Unity platform. The models are paired with Unity's data layer so that responses are grounded in the customer's actual legal operations data.

### How does Ask Unity ensure accuracy and reliability?

Ask Unity uses a multi-layered testing and validation approach designed to ensure accurate and reliable results for legal operations data. This includes the following controls:

- Grounded Responses - Ask Unity generates answers directly from the customer's data using structured queries. The AI does not rely on general knowledge or generate responses outside the underlying data.
- Ongoing Evaluation and Testing - Ask Unity is continuously evaluated using a benchmark dataset of real-world legal operations questions. Responses are regularly tested for accuracy and consistency, and each model update must meet or exceed prior performance benchmarks before release.
- Human QA and Validation - A dedicated QA team manually reviews responses and conducts additional testing to validate accuracy and identify potential regressions.