

SPECIMEN — Clause50 demo document. Ostrahaven Energy is a fictional organisation; nothing in this file describes a real AI system, company or person.

# AI-interaction disclosure — Customer Assistant v1.4

Ostrahaven Energy B.V. · Customer Operations · Evidence file OE-AI-DISC-014 · Prepared for the Article 50(1) evidence register

This document records how customers are told that the Ostrahaven Customer Assistant is an AI system, on every channel where it is offered, before the first substantive exchange. It is the evidence behind the checklist attestation for requirement *disclosure\_implementation* and is refreshed whenever a new assistant version is deployed.

## 1. Where the assistant is offered

| Entry point                | Deployment location                                | Disclosure shown                        | When                                            |
|----------------------------|----------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| Web chat widget            | my.ostrahaven.example (customer portal), all pages | Banner + first assistant message        | On widget open, before the customer can type    |
| Mobile app (iOS / Android) | “Help” tab, app version 6.2 and later              | Screen header + first assistant message | On opening the Help tab                         |
| WhatsApp Business          | Published support number                           | Automated first reply                   | On the first inbound message of a conversation  |
| Telephone (IVR hand-off)   | Support line, option 2                             | Spoken announcement                     | Before the caller is connected to the assistant |

## 2. The disclosure text as deployed

All four entry points use one approved sentence, maintained in the assistant configuration repository as `disclosure.first_message`:

Web chat widget — first assistant message, portal build 2026.09.2

Hi, I'm Ostrahaven's **AI assistant**. I can help with meter readings, bills and moving home. You can ask for a colleague at any time.

The telephone channel uses the spoken form: “*You are now speaking with Ostrahaven’s automated AI assistant. Say ‘agent’ at any time to reach a colleague.*”

### 3. Placement before first interaction

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The disclosure is the first message in every conversation. The assistant cannot send a substantive reply until the disclosure message has been rendered, which is enforced in the conversation orchestrator rather than left to the front end: a conversation whose first assistant turn is not the disclosure sentence is rejected by the orchestrator and logged as an incident. No such incident has been logged since the control was introduced.

### 4. Version currency

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This file applies to **Customer Assistant v1.4**, the version in production at the time of writing. The four entry points were re-checked against v1.4 on the release day; the web widget and the mobile app were screenshot-tested, the WhatsApp and telephone channels were exercised end to end by a member of the Customer Operations team.

### 5. Sampling of live conversations

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A separate sample of live conversations, exported from the conversation store, is filed as *trace\_batch* evidence against requirement *disclosure\_in\_traces*. The sample confirms that the first assistant message in each sampled conversation matches the approved sentence. The current sample is twenty conversations; the sampling procedure is being extended to fifty per month.

### 6. Sign-off

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Reviewed by: Data Protection Officer

Status: current for v1.4

SPECIMEN — Clause50 demo document. This file exists so that the demo's evidence register cites a document the reader can actually open. It is not evidence of any real AI system.