

HREVN Documentary Review File

Structured case file for review, archive and subsequent legal work

User notice, human escalation, provider review and conversation traceability should be reinforced before relying on a stronger documentary posture.

Commercial chatbot with transparency and operational-control gaps

Case facts

- Case state: remediating
- Compliance frame: eu_ai_act_intake_mvp
- Case ID: demochatbot-chatbot-intake-en-001
- System ID: demochatbot-assistant

Findings and objections that remain open

- Finding 'The AI-interaction notice remains partial' remains open.
- Finding 'There is still no sufficient basis for chatbot data categories or privacy' remains open.
- Finding 'Conversation traceability or retention remains unclear' remains open.
- Finding 'No formal human-escalation procedure is documented' remains open.
- Finding 'No periodic review of sensitive chatbot responses is documented' remains open.
- Finding 'No formal chatbot incident register is in place' remains open.
- Finding 'No clear provider-instruction record' remains open.
- Finding 'No AI literacy or internal instruction record' remains open.

Questions that remain open

- What documented human-oversight and override path exists before reliance?
- Should candidate-facing notice and explanation be completed before relying on outputs?
- Is the AI-interaction notice sufficiently visible before or during the conversation?
- What formal human-escalation procedure exists when the chatbot enters sensitive or problematic responses?

Technical basis and traceability

The technical basis, traceability anchors and compliance context appear in the lower sections.

This document is designed to support a business-facing review decision without losing the technical and compliance basis needed for audit and archive.