
Our Approach to AI

How Concurrent Engineering Limited uses AI, and how we help you adopt it responsibly

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Our commitment to you

Your designs, product data and intellectual property are among your most valuable assets. AI can help us work faster and help you get more from your CAD and data management tools, but never at the expense of your confidentiality or the quality of our work.

This page explains how we use AI, how we handle your data, and how we support you when AI features come with the software we supply.

How we use AI in our own work

We use AI tools selectively, for things like drafting documentation, summarising public information and improving our internal efficiency. Our approach rests on four principles:

- **Your data stays protected.** We do not put customer models, drawings, product data or other confidential information into AI tools unless the tool has been specifically approved for that purpose and your contract permits it.
- **People stay accountable.** Every piece of AI-assisted work is reviewed by a qualified member of our team before it reaches you. We don't use AI to sign off engineering outcomes, validate designs or replace professional judgement.
- **Approved tools only.** Our staff use vetted business tools with appropriate security and data-handling terms, not free or personal AI accounts.
- **Trained team.** Everyone at Concurrent Engineering Limited is briefed on our AI policy and receives regular refreshers.

Your data and your control

- **Customer files are treated as confidential by default,** including files sent to our support team, migration datasets and screen-shared sessions.
- **We follow your requirements.** If your contract, NDA or security rules restrict the use of AI or third-party processing, those terms take priority. Just tell us what applies to your organisation.
- **Regulated sectors.** We work with customers in industries such as aerospace, defence, medical devices, automotive and energy. If you handle export-controlled or security-marked data, please let us know at the start of any project so we can agree appropriate handling.
- **Personal data.** Where we process personal data, we do so in line with UK GDPR and the Data Protection Act 2018, as set out in our Privacy Policy.
- **Recording and transcription.** We only use AI note-taking tools in meetings with everyone's agreement, and we don't use them in sessions where your designs or confidential information are being shown.

AI features in the software we supply

Many CAD and data management products now include AI-powered features such as assistants, intelligent search and generative design. As a reseller and implementation partner, we aim to give you a clear picture so you can decide what is right for you.

- **Straight talk.** We describe AI features using the vendor's own documentation, and we won't overstate what they can do.
- **Know where your data goes.** Some AI features send data to the vendor's cloud services. We'll help you understand what is sent, where it is processed, whether it is used for model training, and what admin controls are available.
- **You decide what's switched on.** Where your obligations call for it, we can help you restrict or disable AI features.
- **Safe implementation.** Before enabling AI or search features across your data environment, we check that access permissions are set correctly, because AI tools can surface information to anyone who already has access.
- **Responsibility for output.** AI-generated results should always be reviewed by your qualified people. We'll help you build sensible review steps into your workflows.

AI-assisted code and customisation

If we deliver macros, scripts, integrations or workflow customisations, they are reviewed by a competent engineer and tested in a non-production environment before they touch your live data. Where AI has contributed to code, the same standard applies as for anything else we deliver.

Questions to ask us

We're happy to talk through any of the following:

- Which AI features are included in the products you are considering, and what happens to your data when they are used
- How to configure or disable AI features to meet your security or contractual requirements
- Whether and how we use AI in delivering your project
- What our policy and processes say about confidentiality and incident handling

If something goes wrong

We encourage prompt reporting internally and have an incident process in place. If an issue ever affects your data, we will inform you in line with our contract and our legal obligations.

Contact us

For questions about our use of AI, or to discuss specific requirements for your project, please contact: info@concurrent-engineering.co.uk

We review this statement at least annually as technology, regulation and our customers' needs evolve.