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Information on the Use of Artificial Intelligence

Artificial intelligence is a set of technological solutions that enable the imitation of human knowledge and skills, including the ability to independently learn, search for solutions, and perform specific tasks, producing results comparable to those of human intellectual activity.

Ethical guidelines are the fundamental rules and requirements that establish safety and ethical standards for artificial intelligence technologies and systems, as well as for participants in artificial intelligence, in the development, deployment, and use of solutions based on artificial intelligence.

Artificial intelligence technologies are technologies based on the use of artificial intelligence, including intelligent video analytics, speech recognition and synthesis, as well as advanced methods of intelligent decision support.

Artificial intelligence systems are software created on the basis of artificial intelligence technologies, capable of searching, collecting, storing, analyzing, processing, evaluating, and using data, as well as independently making decisions based on such data.

Participants in artificial intelligence are individuals and legal entities engaged in the development, implementation, and use of artificial intelligence technologies and systems within the territory of the Republic of Uzbekistan.

The “AI Assistant” chatbot on the Unified portal of interactive public services provides users with information on the use of electronic public services, inquiries, and the results of certain types

electronic public services through the use of artificial intelligence technologies.

Artificial intelligence technologies are applied with the aim of enhancing user convenience, enabling prompt access to information, and simplifying the process of using services. Information generated or recommended by artificial intelligence may not be guaranteed to be complete or up-to-date.

Participants in artificial intelligence shall not treat decisions made by artificial intelligence technologies and systems as final decisions. Users shall also be informed that responses generated through artificial intelligence are advisory in nature, and that official decisions and legal information are based solely on duly approved documents of the relevant state authorities, and, where necessary, users should refer to official sources.

Participants in artificial intelligence shall adhere to the following principles when using artificial intelligence technologies and systems:

- legality;
- priority of protecting the interests of the individual, society, and the state, as well as the natural environment;
- clarity and comprehensibility;
- accountability, responsibility, and oversight;
- fairness and non-discrimination;
- openness and transparency;
- data protection;
- reliability and security.

Users of artificial intelligence technologies and systems shall have the following rights:

- to be informed of the rules governing the use of artificial intelligence technologies and systems, including the purposes for which they may be used or restricted, as well as the fact that AI-based solutions and decisions may not always be accurate and may be used for advisory or informational purposes;
- to file a complaint with a court or an authorized state body in accordance with the procedure established by law;
- ≥ open, transparent, and secure artificial technologies and systems;

- to obtain explanations regarding the algorithms of artificial intelligence technologies and systems;
- to exercise independence in the use of artificial intelligence technologies and systems;
- to submit proposals to developers and implementers for the устранение выявленных недостатков in artificial intelligence systems.

Users of artificial intelligence systems shall have the following obligations:

- to comply with the rules and conditions for the use of artificial intelligence technologies and systems;
- to use artificial intelligence technologies and systems properly;
- to ensure the protection of personal data and information with restricted access;
- not to infringe the intellectual property rights of other users;
- to comply with these Ethical Guidelines;
- not to cause harm to the interests of the individual, society, and the state, as well as to the natural environment.

Order of the Minister of Digital Technologies of the Republic of Uzbekistan No. 3787 dated March 14, 2026
“On approval of ethical rules for the development, implementation, and use of Artificial Intelligence-based solutions.”

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