

COMPLIANCE WORKING RECORD

EU prohibited AI practices preflight report

Support knowledge search and response assistant. Assessment NFS-EU-AI5-003 dated 7 August 2026.

Document control

Field	Value
Organisation	Northfield Services Ltd
Document type	EU prohibited AI practices preflight report
Document reference	NFS-EU-AI5-003
Jurisdiction	European Union
Version	1.0
Status	Ready for accountable review
Classification	Fictional sample
Prepared by	Morgan Hale, Director of Operations
Prepared on	7 August 2026
Rule pack	eu-prohibited-ai-practices-2026-08-07.1
Sources reviewed	7 August 2026
Generated	7 August 2026

Assessment record

Field	Value
Organisation	Northfield Services Ltd
Reference	NFS-EU-AI5-003
Subject	Support knowledge search and response assistant
Jurisdiction	European Union
Accountable owner	Morgan Hale, Director of Operations

Field	Value
Assessment date	7 August 2026
Next review	5 February 2027
Status	Record complete for accountable review

Subject and operating context

The system retrieves approved knowledge articles and drafts a response for a support adviser. It does not score people, infer emotions or biometric characteristics, identify people remotely, predict crime, change interface choices or create sexual content.

Field	Recorded position
Eu connection	confirmed
Ai system status	confirmed
Organisation role	deployer
Deployment setting	Customer-support desks in Ireland and France
Affected people	Support advisers and customers who receive a response reviewed by an adviser
Decision or output	A ranked knowledge extract and draft text. The output cannot take action, change account status or determine service eligibility.
Human involvement	A trained adviser reviews, edits and sends the response. Advisers can reject the draft and use the standard manual process.
Documented exceptions	None relied on

Assessment outcome

9 supported items were assessed from the status and evidence records entered by the user.

Field	Value
Review position	Record complete for accountable review
Evidence found	9
Missing	0

Field	Value
Uncertain	0
Not applicable	0
Not assessable	0

Behaviour and vulnerability: Harmful manipulation or deception

EU AI Act Article 5(1)(a). Could the system use subliminal, purposefully manipulative or deceptive techniques that materially impair an informed decision and cause, or be reasonably likely to cause, significant harm?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 1.

Evidence: NFS-EU-AI5-003-01: Use-case assessment, user journey, experiment, safety review or product specification. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Behaviour and vulnerability: Exploitation of a person's vulnerability

EU AI Act Article 5(1)(b). Could the system exploit vulnerability due to age, disability or a specific social or economic situation to materially distort behaviour in a way that causes, or is reasonably likely to cause, significant harm?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 2.

Evidence: NFS-EU-AI5-003-02: Affected-person assessment, targeting criteria or safety review. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Scoring and policing: Social scoring

EU AI Act Article 5(1)(c). Could the system evaluate or classify people over time based on social behaviour or known, inferred or predicted characteristics, leading to the prohibited detrimental or unfavourable treatment?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 3.

Evidence: NFS-EU-AI5-003-03: Scoring specification, feature list, decision policy or impact assessment. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Scoring and policing: Individual criminal-risk prediction

EU AI Act Article 5(1)(d). Could the system assess or predict the risk that a person will commit a criminal offence based solely on profiling or personality traits and characteristics, outside the supported exception for assisting a human assessment based on objective and verifiable facts?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 4.

Evidence: NFS-EU-AI5-003-04: Use-case specification, model features, human decision process or legal assessment. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Biometrics and emotion: Untargeted facial-image scraping

EU AI Act Article 5(1)(e). Could the system create or expand a facial-recognition database through untargeted scraping of facial images from the internet or CCTV footage?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 5.

Evidence: NFS-EU-AI5-003-05: Data-source register, collection method, model documentation or supplier confirmation. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Biometrics and emotion: Emotion inference in work or education

EU AI Act Article 5(1)(f). Could the system infer emotions of a person in a workplace or education institution outside the supported medical or safety exception?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 6.

Evidence: NFS-EU-AI5-003-06: Feature specification, deployment setting, exception assessment or user documentation. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Biometrics and emotion: Sensitive biometric categorisation

EU AI Act Article 5(1)(g). Could the system categorise people using biometric data to deduce or infer the sensitive attributes listed in Article 5, outside the narrow labelling or filtering exception?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 7.

Evidence: NFS-EU-AI5-003-07: Biometric feature list, classification labels, purpose statement or exception assessment. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Biometrics and emotion: Real-time remote biometric identification

EU AI Act Article 5(1)(h) and Article 5(2) to (7). Could the system be used for real-time remote biometric identification in publicly accessible spaces for law-enforcement purposes without a separately documented permitted objective, necessity, proportionality and authorisation route?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 8.

Evidence: NFS-EU-AI5-003-08: Deployment plan, authority, necessity assessment or law-enforcement approval record. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Synthetic intimate content: Non-consensual intimate or child sexual abuse material

Regulation (EU) 2026/1744, future Article 5 prohibition. Could the system be placed on the market, put into service or used to generate or manipulate non-consensual sexually explicit or intimate content, or child sexual abuse material?

Result: Evidence identified. No indicator was identified in the recorded facts. This is a documented screening position, not a legal clearance.

Applicability: Applies. Basis: The recorded ai system or proposed use facts place this item within the review scope. Confirmed in NFS-EU-AI5-003-SCOPE, section 9.

Evidence: NFS-EU-AI5-003-09: Product capability, safety policy, abuse testing or access-control evidence. Owner-confirmed copy held in the controlled governance folder. Type: Dated use-case screening record.

Owner: AI Governance Lead. Last tested or reviewed: 5 August 2026.

Action: None recorded. Due: Not set.

Future application date recorded by this rule pack: 2 December 2026.

Open actions and unresolved facts

- No unresolved record gaps were produced by the supported checks.

Limitations

- A “no indicator identified” result records only the facts entered and reviewed. It is not a legal clearance or conformity finding.
- The future intimate-content item is labelled with its 2 December 2026 application date and must not be presented as already applicable before that date.
- The result is based only on the facts, status choices and evidence references entered by the user.
- Official materials, systems and operating facts can change. Re-run the assessment after material change and review the cited sources before approval.

Official sources

Source	Provision	Date	Link
EUR-Lex: Regulation (EU) 2024/1689 laying down harmonised rules on artificial intelligence	Articles 5, 9, 17, 26 and 27	7 August 2026	https://eur-lex.europa.eu/eli/reg/2024/1689/oj/eng
European Commission: Guidelines on prohibited artificial intelligence practices established by the AI Act	Article 5 guidance and examples	7 August 2026	https://digital-strategy.ec.europa.eu/en/library/commission-publishes-guidelines-prohibited-artificial-intelligence-ai-practices-defined-ai-act
EUR-Lex: Regulation (EU) 2026/1744 amending Regulation (EU) 2024/1689	Article 113(4)	2 August 2026	https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32026R1744