

## LESSONS LEARNED FROM THE ETHICAL AI CHALLENGES FOR THE SOCIAL MEDIA DETECTION TOOL FOR CITIES AND CITIZENS

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### Abstract

Public websites and social media have an immediate impact in society and its citizens. It is known that a proper monitoring of threatening activities and messages in social media would have prevented real consequences, many times fatal. The amount and speed rate that content is created makes it necessary to use tools that enable the security actors in the cities to detect suspicious activities. The Social Media Detection (SMD) tool aims to collect and analyse massive amounts of online public data and help security professionals to detect potential threats. The SMD tool is an Artificial Intelligence powered platform that combines several AI methods, based on a combination of computational linguistics and machine learning analysis. In order to ensure compliance with the ethical frameworks and policies in the EU, it is necessary to first understand how the SMD tool collects and manages data and dig further in the methodologies used. One of the pillars of the Impetus project is the ethical compliance of the technologies applied in smart cities. The methodologies supporting the SMD tool will be presented focusing on the ethical challenges, mainly related to data management, data privacy and trustworthy AI operational guidelines.

**Keywords:** Security, Ethics, Policies, Machine Learning, Natural Language Processing, Trustworthy AI

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