Privanova
Research & Consulting

Privanova is part of the ELOQUENCE: a multidisciplinary R&D project run by an international consortium and co-funded by the EU.

LLM technologies are reshaping the digital landscape, with the EU advancing regulatory initiatives while the U.S. remains the technical leader. ELOQUENCE aims to enhance unstructured dialogue understanding, developing explainable, safe, and trustworthy language models aligned with EU strategies. Building on existing LLMs like ChatGPT and LLaMA, the project will refine pre-trained models for specific domains, integrating green computing and regulatory considerations to create more reliable AI with reduced memory distortion.

ELOQUENCE

Multilingual and Cross-cultural interactions for context-aware, and bias-controlled dialogue systems for safety-critical applications

Budget

€ 5 072 543.75

From January 2024 to December 2026

Consortium

13 Partners from Spain, Italy, Serbia, Czechia, France, Slovenia, Cyprus, Greece.

Privanova's role

- **Ethics Compliance:** Privanova will lead the establishment of an independent Ethics Advisory Board for the project.

- **Data Protection Compliance:** Privanova will spearhead Data Protection Compliance, ensuring adherence to relevant regulations.

- **Data Management Plan:** Privanova will coordinate the consortium's efforts to develop and maintain a comprehensive, up-to-date Data Management Plan.

- **ELOQUENCE Community of Experts:** Privanova will coordinate the creation of the community, including diverse stakeholder representation. All project partners will contribute contacts.

- **Standardisation Recommendations:** Privanova will lead the effort by collaborating with standards-developing organisations (SDOs) to align the project's technical, ethical, privacy, and interoperability work with relevant standards.

Impact

ELOQUENCE will validate its technologies through four use cases: decentralised training of language models in smart homes with a focus on privacy; bias detection in context-aware models; retrieval-augmented LLMs as virtual agents; and AI-driven supervision in multimodal support call centres. These efforts aim to enhance AI's ability to understand user goals and resolve issues more effectively in smart homes and contact centres.
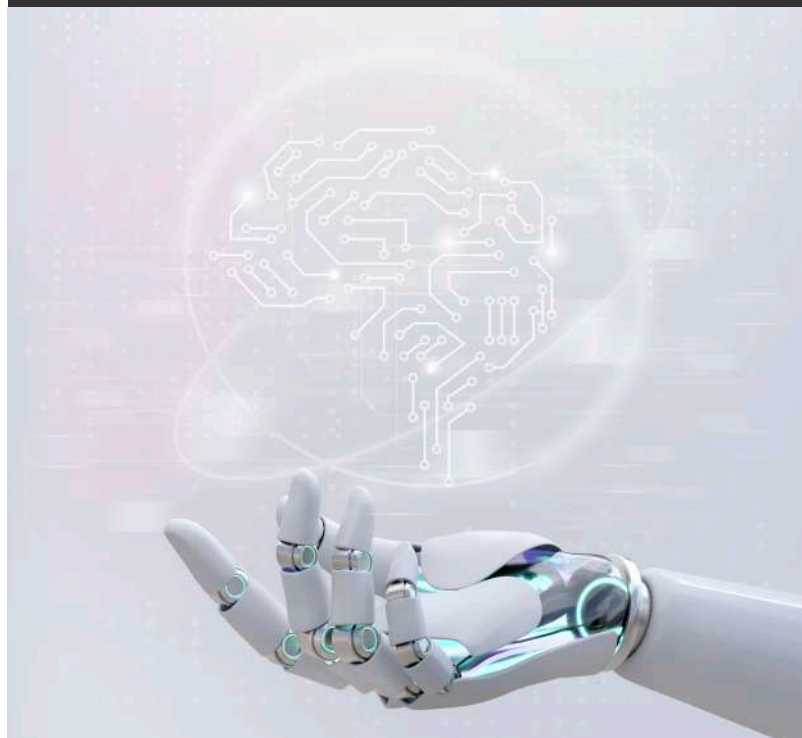
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