

AI vendor due diligence question sheet

The questions that expose an AI vendor in one meeting, with space for their answers.
Vague answers are findings.

01 Data and terms

Is our data used to train models? Where is that written?

Where is our data processed and stored? UK/EU options?

Retention: how long, and can we set it?

DPA available? Sub-processors listed where?

02 The product behind the demo

Which underlying model(s)? What happens when they change?

Show us the log of what it did for a real customer last week

What does it do when it is unsure or wrong?

What exactly is AI here, and what is ordinary software?

03 Commercials and exit

Pricing model, and what makes the bill grow

Contract length, exit terms, and what we take with us

References: two customers like us we may speak to

04 Verdict

Every data question answered in writing, not verbally

A live system was shown, not only slides

The wrong-answer question got a specific, comfortable answer

Decision and reasons