

Ask your suppliers what **AI** they have added.

Your accountant, your payroll bureau and your booking system have all added AI features in the last year. None of them wrote to tell you. Five questions, one email, and a grid to keep the answers in.

WHY THIS LANDS ON YOU

If a supplier processes your customer or staff data, you are usually the controller and they are the processor. Their new AI feature is your problem, not theirs. Asking in writing takes ten minutes and gives you something to point at later.

01 The five questions

- ☐ **Have you added any AI features to the service you provide us?**
Include anything switched on by default, and anything in beta. Good answer: a straight list. Bad answer: "we use industry standard technology".
- ☐ **Does our data go into an AI model, and is it used to train one?**
Ask about customer data and staff data separately. Good answer: no training, with the contract clause quoted. Bad answer: "your data is safe with us".
- ☐ **Where is the processing done, and which sub-processors are involved?**
You want country and named sub-processors. Good answer: a current sub-processor list with a link. Bad answer: "the cloud".
- ☐ **Has your data processing agreement or privacy notice changed because of it?**
Ask them to send the current version, dated. Good answer: a document. Bad answer: "it is on our website somewhere".
- ☐ **How do we turn it off, and what do we lose if we do?**
The answer tells you whether it is a feature or a foundation. Good answer: a settings path. Bad answer: "you cannot".

02 Who to send it to

- ☐ Accountant or bookkeeper
- ☐ Payroll bureau or HR system
- ☐ Booking, ordering or job management system
- ☐ Till, EPOS or card payment provider
- ☐ Marketing agency, web host, CRM
- ☐ IT support and anyone with admin access

03 The email, ready to send

COPY FROM HERE

Hello,

We are reviewing how AI is used across the services we buy in, so that our own records are accurate and our privacy notice is correct.

Could you confirm the following in writing:

1. Any AI features you have added to the service you provide us, including anything on by default.
2. Whether our data, our customers' data or our staff data goes into an AI model, and whether any of it is used to train one.
3. Where that processing happens and which sub-processors are involved.
4. Whether your data processing agreement or privacy notice has changed as a result, and a copy of the current version.
5. How we switch these features off, and what we lose if we do.

A short written reply is fine. If nothing has changed, please say so, as we need to record that too.

Many thanks,

Keep it plain. This is a housekeeping email, not an accusation, and you will get better answers if it reads that way. If a supplier cannot answer within two weeks, that is itself an answer worth recording.

04 What to do with the replies

- ☐ File the reply somewhere that is not one person's inbox
- ☐ Update your privacy notice if anything material changed
- ☐ Add the supplier to your approved tools list, or don't, deliberately
- ☐ Diarise the same email for twelve months' time

One row per supplier. If a box stays empty for more than a month, chase it. An empty row is a risk you have chosen not to look at.

[illegible]

- ☐ "We cannot tell you which sub-processors we use."
- ☐ "Training is on by default and cannot be switched off."
- ☐ "Our terms changed in January, you agreed by continuing to use it."
- ☐ No reply at all after two chases.
