# AI Transcription Platforms

Vendor Due Diligence Checklist

**Use this checklist before adopting an AI transcription platform.** The questions below are intended to help agencies evaluate privacy, security, data ownership, retention, biometric information, consent, access controls, and incident response considerations before selecting or implementing a vendor solution.

| Vendor: | Product: | Reviewer: | Date: |
|---|---|---|---|
| | | | |

## Checklist

| Done | Due Diligence Question | Vendor Response/Notes |
|---|---|---|
| ☐ | **1.** Where are recordings, transcripts, and summaries stored? | |
| ☐ | **2.** How long is data retained, and can retention periods be customized? | |
| ☐ | **3.** Is customer data used to train AI models or improve the vendor's products? | |
| ☐ | **4.** Are recordings, transcripts, or voiceprints shared with third parties? | |
| ☐ | **5.** What security controls, encryption standards, and access controls are in place? | |
| ☐ | **6.** Can data be permanently deleted upon request? | |
| ☐ | **7.** Does the platform create or store voiceprints or other biometric information? | |
| ☐ | **8.** What consent and notification features are built into the product? | |

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## Checklist Continued

| Done | Due Diligence Question | Vendor Response/Notes |
|---|---|---|
| ☐ | **9.** Can recordings or transcripts be restricted to specific users or groups? | |
| ☐ | **10.** How are data breaches, security incidents, or unauthorized access handled? | |
| ☐ | **11.** What contractual commitments does the vendor make regarding confidentiality and data ownership? | |

## Additional Review Notes

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