

Completed fictional example — CloudKite AI

FICTIONAL — not a real company	
Trigger / next buyer conversation	Vendor review with MedicoWorks, 30 July 2026
Count B / P / O / N/A	18 / 17 / 13 / 2
Most important scan pattern	LLM-provider and support-access data flows are not consolidated.
Biggest uncertainty	Whether prompt/output retention is disabled under the current provider terms.
Claim we will not use until verified	"EU-only processing"

Top three next steps

NEXT STEP 1	
Uncertainty / red flag	AI retention under the current provider terms is unclear
Why it matters	An incorrect statement about prompt use could stop the vendor review.
Next action	Review the DPA and admin setting together; draft an approvable statement.
Owner	Mira / CTO
Due date	17 Jul 2026
Completion criterion	CTO reviewed the statement and the buyer-answer set was updated.
Evidence location / record	DPA v3.2 + dated screenshot of the admin setting.

NEXT STEP 2	
Uncertainty / red flag	Support access is not consistently logged
Why it matters	Unevidenced privileged access is a concrete buyer and incident risk.
Next action	Test JIT access with a ticket ID in staging and update the procedure.
Owner	Jonas / Engineering
Due date	22 Jul 2026
Completion criterion	Test passed; ticket, approval and log chain are traceable.
Evidence location / record	TEST-LOG-014 + procedure SUP-02 v0.3.

NEXT STEP 3	
Uncertainty / red flag	Backup deletion is not explained
Why it matters	A blanket deletion promise is not defensible without a backup exception.
Next action	Document backup cycles and exceptions; bound the buyer answer.
Owner	Mira / CTO
Due date	24 Jul 2026
Completion criterion	Retention answer approved and added to the DPA FAQ.
Evidence location / record	Retention table v0.1 + review note dated 24 Jul 2026.

Decision rule

STOP: pause external claims when a data route, provider term or control evidence is unknown. CAUTION: label the gap and set owner/date. GO: answer only when specific, current and evidenced.

30-day result: AI disclosure v0.1, logged support access and a defensible retention answer; no compliance claim.