# 📜 Vendor Charter – AI Integrations

This document defines the governance framework for managing third-party vendors in AI and data system integrations. It ensures vendor contracts align with compliance, security, and performance objectives.

## 1. Vendor Overview

- \*\*Vendor Name:\*\* Databricks  
- \*\*Service Type:\*\* AI/ML Platform  
- \*\*Contract Value:\*\* $80,000 (Annual)  
- \*\*Primary Contact:\*\* vendor@databricks.com

## 2. Service Level Agreements (SLA)

- \*\*Uptime:\*\* 99.9%  
- \*\*Support Response Time:\*\* < 2 hours (P1 issues)  
- \*\*Data Retention:\*\* 90 days minimum  
- \*\*Disaster Recovery:\*\* Full region redundancy

## 3. Compliance & Security

- GDPR / HIPAA aligned  
- All API traffic encrypted (TLS 1.2+)  
- Data residency in approved regions only  
- Annual SOC 2 Type II report required

## 4. Risk & Escalation Process

- Monthly performance reports reviewed by Director AI Ops.  
- SLA breaches >3 consecutive months trigger executive review.  
- Exit clause: 30 days written notice with data export guarantee.

## 5. Review & Renewal

Vendor performance and compliance posture reviewed semi-annually. Renewal decisions made based on cost efficiency, reliability, and audit readiness.

\*\*Maintained By:\*\* Director of AI Integration & Compliance Systems