

Standard Operating Procedure: Verifying Claude.ai Privacy Settings

Document Version: 1.0

Last Updated: November 8, 2025

Purpose: Guide users through verifying their Claude.ai privacy settings to ensure their information is not used to train AI models

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Overview

This document provides step-by-step instructions for checking and configuring your Claude.ai privacy settings to control whether your conversations and coding sessions are used to train Anthropic's AI models.

Important: By default, you have control over whether your data is used for model training. This SOP will help you verify and adjust this setting according to your preferences.

Prerequisites

Before you begin, ensure you have:

- An active Claude.ai account
- Access to a web browser
- Your login credentials for Claude.ai

Estimated Time: 2-3 minutes

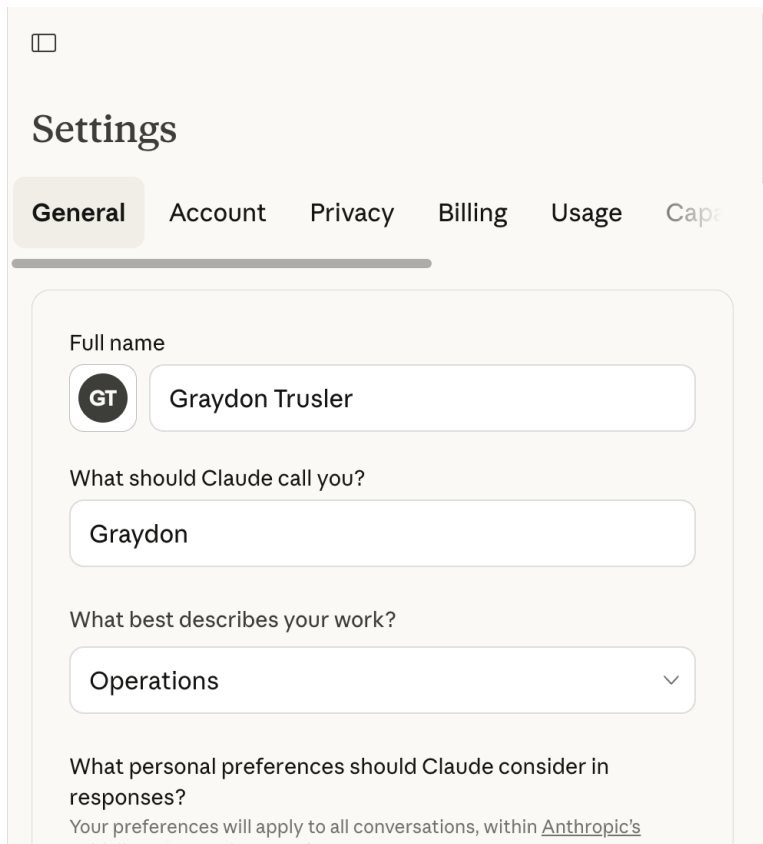
Step-by-Step Instructions

Step 1: Log Into Claude.ai

1. Open your web browser
2. Navigate to <https://claude.ai>
3. Sign in with your credentials (Google, email, or other authentication method)
4. Wait for the main Claude interface to load

Step 2: Access Settings

1. Look for your account name or profile icon in the bottom-left corner of the screen
2. Click on your profile to open the account menu
3. Select **"Settings"** from the menu options




The screenshot shows the 'Settings' page for a Claude.ai account. The 'General' tab is selected, with other tabs like 'Account', 'Privacy', 'Billing', 'Usage', and 'Capabilities' visible. The settings include a profile picture (a circle with 'GT'), a full name field containing 'Graydon Trusler', a field for 'What should Claude call you?' containing 'Graydon', and a dropdown menu for 'What best describes your work?' set to 'Operations'. At the bottom, there is a section for 'What personal preferences should Claude consider in responses?' with a note that preferences apply to all conversations within Anthropic's guidelines.

Settings

General Account Privacy Billing Usage Capabilities

Full name

 Graydon Trusler

What should Claude call you?

Graydon

What best describes your work?

Operations

What personal preferences should Claude consider in responses?

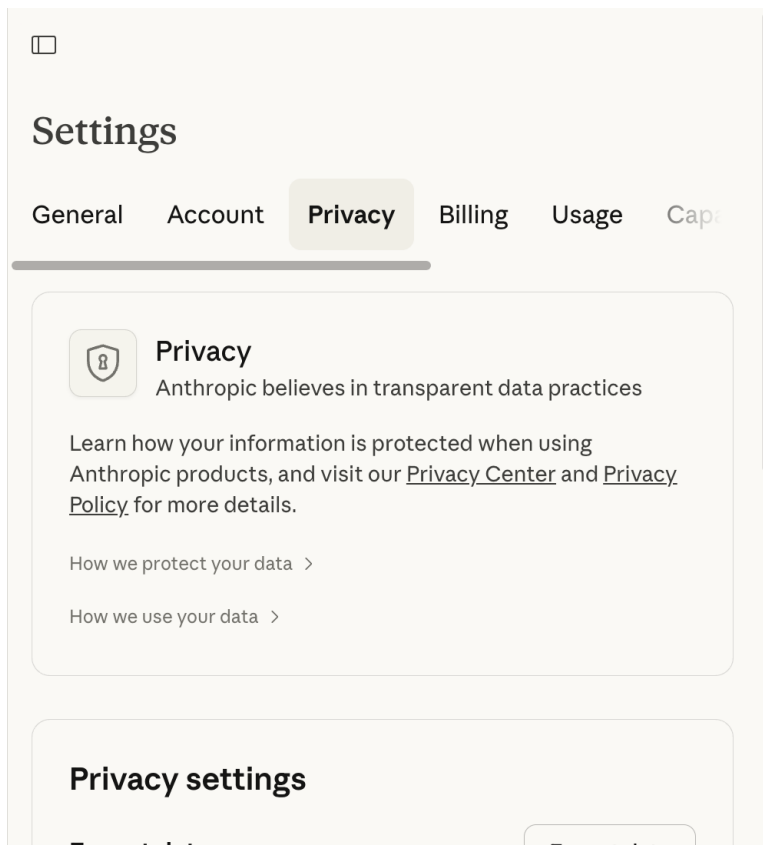
Your preferences will apply to all conversations, within [Anthropic's guidelines](#). [Learn about preferences](#)

Step 3: Navigate to Privacy Settings

1. In the Settings page, you'll see several tabs at the top:

- General
- Account
- **Privacy** (this is the one you need)
- Billing
- Usage
- Capabilities
- Connectors
- Claude Code

2. Click on the "**Privacy**" tab



Step 4: Locate the Model Training Setting

1. Scroll down to the "**Privacy settings**" section

2. Look for the option labeled "**Help improve Claude**"

This section will display the following text:

Help improve Claude

Allow the use of your chats and coding sessions to train and improve Anthropic AI models. [Learn more.](#)

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Privacy settings

Export data

Export data

Shared chats

Manage

Memory preferences

Manage ↗

Location metadata

Allow Claude to use coarse location metadata (city/region) to improve product experiences. [Learn more.](#)

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Help improve Claude

Allow the use of your chats and coding sessions to train and improve Anthropic AI models. [Learn more.](#)

☐

Step 5: Verify or Change the Setting

Understanding the Toggle:

- **Toggle ON (blue):** Your chats and coding sessions WILL be used to train AI models

- **Toggle OFF (gray):** Your chats and coding sessions WILL NOT be used to train AI models

To ensure your data is NOT used for training:

1. Check the toggle switch next to "Help improve Claude"
2. If the toggle is **blue/enabled**, click it to turn it **OFF**
3. If the toggle is already **gray/disabled**, no action is needed
4. The setting saves automatically (no save button required)

Visual Confirmation:

- When disabled, the toggle appears gray and positioned to the left
 - When enabled, the toggle appears blue and positioned to the right
-

Understanding Your Privacy Settings

What This Setting Controls

The "Help improve Claude" setting determines whether Anthropic can use your conversations and coding sessions to:

- Train future versions of Claude AI models
- Improve model performance and accuracy
- Develop new features and capabilities

What Happens When You Disable This Setting

When you turn OFF the "Help improve Claude" toggle:

- Your chats and coding sessions will NOT be used for model training
- Your conversations remain private to your account
- You can still use all Claude features normally
- This setting applies to all future conversations from the moment you disable it

Other Privacy Settings on This Page

While verifying the model training setting, you may also want to review:

1. **Export data:** Download a copy of your Claude conversation history

2. **Shared chats:** Manage conversations you've shared via links
 3. **Memory preferences:** Control how Claude remembers information across conversations
 4. **Location metadata:** Allow or prevent Claude from using your approximate location
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Frequently Asked Questions

Q: Does this affect conversations I already had?

The setting applies going forward from when you change it. For information about existing conversations, refer to Anthropic's Privacy Policy or contact support.

Q: Will disabling this affect Claude's performance for me?

No. Disabling this setting only prevents your data from being used for future model training. It does not affect Claude's current performance or capabilities for your use.

Q: Can I change this setting at any time?

Yes. You can enable or disable this setting whenever you want. Changes take effect immediately.

Q: What if I don't see the "Help improve Claude" option?

If you don't see this option, it may be because:

- You have an Enterprise or Team plan with different privacy controls
- Your organization has set this policy centrally
- You need to update your browser or clear your cache

Contact your organization's administrator or Anthropic support if this setting is not visible.

Q: Are there other ways my data might be used?

For complete information about how Anthropic handles your data, including:

- Data retention policies
- Security measures
- Legal compliance
- Third-party sharing

Please review the official [Anthropic Privacy Policy](#) and [Privacy Center](#).

Additional Resources

Official Anthropic Documentation

- **Privacy Policy:** <https://www.anthropic.com/privacy>
- **Privacy Center:** <https://www.anthropic.com/privacy-center>
- **Terms of Service:** <https://www.anthropic.com/terms>
- **Help Center:** Available within Claude.ai settings

For Enterprise Users

If you're using Claude through an enterprise or team plan:

- Your organization may have additional privacy controls
- Contact your IT administrator for organization-specific policies
- Some settings may be managed centrally and not user-configurable

Support Contact

If you have questions or concerns about your privacy settings:

- Visit the Help Center within Claude.ai
- Contact Anthropic support through official channels
- Refer to your organization's IT support (for enterprise users)

Document Revision History

Version	Date	Changes	Author
1.0	November 8, 2025	Initial document creation	-

Compliance Notes

This SOP is designed for informational purposes and should be reviewed regularly to ensure alignment with:

- Current Anthropic privacy policies

- Organizational data governance requirements
- Applicable privacy regulations (GDPR, CCPA, etc.)

Recommendation: Review this SOP quarterly or whenever Anthropic updates their privacy settings interface.

This document is provided for informational purposes. For the most current and authoritative information about Claude.ai privacy settings, always refer to the official Anthropic Privacy Policy and Privacy Center.