

Before your team pastes client data into AI

The settings that keep the main AI chat tools from training on what you type, and four rules that matter more than any setting.

Most AI chat tools can learn from what your team types in. On personal plans that is often on by default. A few minutes in settings changes it, and it is worth doing before anyone pastes in a client's details.

ChatGPT

BY DEFAULT

Personal plans (Free, Go, Plus, Pro): your chats can train the model unless you turn it off.

TURN IT OFF

Settings › Data controls › **Improve the model for everyone** › off.
On mobile: open the sidebar, tap your profile, then Data controls.

PRIVATE MODE

Temporary Chat: not used for training, not saved to history; kept up to 30 days for safety.

BUSINESS PLANS

Business, Enterprise and Edu: not used for training by default.

Claude

BY DEFAULT

Personal plans (Free, Pro, Max): you were asked to choose at sign-up or in a 2025 pop-up. Check it; do not assume it is off.

TURN IT OFF

Settings › Privacy › the **Help improve** (model improvement) toggle › off. Same path on mobile.

PRIVATE MODE

Incognito chat (ghost icon on a new chat): not used for training, not saved to history; kept 30 days.

BUSINESS PLANS

Team and Enterprise: not used for training by default.

Microsoft Copilot

BY DEFAULT

Personal account: in the Copilot app released August 18, 2026, Microsoft says your chats are not used to train its foundation models. Older versions of the app train by default.

TURN IT OFF

Update the app first. On an older version: profile icon › Settings (mobile: Account) › Privacy › **Training on conversation activity** and **Training on voice conversations** › off.

PRIVATE MODE

None documented, and no training switch in the new app. Microsoft still uses prompts to improve services, including advertising.

BUSINESS PLANS

Microsoft Copilot or Copilot Chat on a work account (Enterprise Data Protection): not used to train foundation models.

Google Gemini

BY DEFAULT

Personal account: **Keep Activity** is on by default, and that activity is used to train Google's models.

TURN IT OFF

Settings & help › **Activity** › click **On** › Turn off. Chats are still kept 72 hours.

PRIVATE MODE

Temporary chat (next to New chat): not used for training; kept 72 hours.

BUSINESS PLANS

Gemini in Google Workspace: not used for training outside your organization without permission.

WHAT THE SETTING DOES NOT COVER

- **Thumbs up or down can send the conversation** to the vendor for review or training, even with training off (ChatGPT, Claude; Gemini adds your last 24 hours of chats).
- **Chats are still kept for a while** and can be reviewed for safety.
- **Turning it off is not deleting**. It affects future chats; past chats stay until you delete them or they expire.

FOUR RULES FOR STAFF AI USE

- 01 Client work goes in business accounts.** Personal plans are for everything else.
- 02 Keep identifiers out.** No client names tied to details, Social Security or account numbers, health information or passwords.
- 03 A person checks every output before it reaches a client.** The AI drafts. Someone on your team signs off.
- 04 Put it in writing.** A short AI usage policy tells your team what is allowed. If you do not have one, Provyn can help you create it.

AI does not fix an unclear process. It runs it faster. **Provyn** helps owner-run companies put structure first, then automate with a person checking the step that matters. Questions? Reach Paul Brown at provyn.com.

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Settings verified against each vendor's own help pages on September 28, 2026. AI vendors change menus and defaults often, so recheck before relying on this. Sources: OpenAI, Anthropic, Microsoft and Google help and privacy centers (full list available on request). Not legal advice.