

Four controls on enterprise data

A visual primer on no-training, custom retention, Zero Data Retention, and the HIPAA path across Claude Enterprise, the Claude Platform API, and Claude Code: what each does, who turns it on, and how to choose.

0

commercial inputs/outputs trained on by default

30

days minimum for a custom retention period

1

organization per ZDR enablement or BAA

2

years flagged content may be kept, even under ZDR

SELF-SERVE · DEFAULT OR OWNER-SET

Training off, retention set in settings

No-training applies by default. Owners set a custom retention period in Data and Privacy.

ACCOUNT TEAM · ANTHROPIC ENABLEMENT

ZDR and HIPAA need Anthropic

Qualified accounts, approved per organization. Not a toggle in admin settings.

Sources: Claude Privacy Center, "Is my data used for model training?" privacy.claude.com/en/articles/7996868; "How long do you store my organization's data?" privacy.claude.com/en/articles/7996866; Claude Code Docs, "Zero data retention," code.claude.com/docs/en/zero-data-retention; Claude Help Center, "Business Associate Agreements (BAA) for Commercial Customers," support.claude.com/en/articles/8114513 (all retrieved Oct. 19, 2026). Counts are taken from the cited pages.

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BAA prerequisites and the two routes to Claude Code coverage: HIPAA configuration or ZDR.

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A decision path from the client's concern to the control that answers it.

Coverage and features change between releases. Confirm against the live documentation and your executed agreements before acting.
Informational, not legal advice.

Training and retention

Two controls already in the customer’s hands: no-training is on by default, and Owners set how long data is kept.

01

Is our data used for training?

✓

Claude for Work (Team and Enterprise)

NOT TRAINED

✓

Claude API on the Claude Platform

NOT TRAINED

✓

Claude Code under commercial terms

NOT TRAINED

✓

Claude Gov

NOT TRAINED

!

Feedback you submit (thumbs, /feedback)

MAY BE USED

!

Development Partner Program (admin opt-in)

MAY BE USED

Owners can disable thumbs → Data and Privacy

03

Default retention by surface

Claude API

30 DAYS

Inputs and outputs deleted on the back end within 30 days of receipt or generation.

Claude Enterprise chats

INDEFINITE

Kept in the product indefinitely unless an Owner sets a custom period.

Claude Code

30 DAYS

Commercial standard is 30 days. Local transcripts keep 30 days by default (cleanupPeriodDays).

Deleted chats

30 DAYS

Leave history at once; removed from back-end storage within 30 days.

OUTSIDE CUSTOM RETENTION

• Claude Design

• Claude Tag

• Claude Managed Agents

• Claude Code in the cloud

• Flagged content: up to 2 yrs

• Feedback: 5 yrs

Zero Data Retention

Prompts and responses are processed in real time and not stored at rest after the response returns. Qualified accounts, enabled by Anthropic.

01

Can you get it?

✓

Claude Platform (API) organization

QUALIFIED

✓

Claude Code on Claude for Enterprise

QUALIFIED

✓

Claude Code with a commercial API key

ELIGIBLE

✓

Anthropic approval, organization by organization

REQUIRED

✗

Self-serve toggle in admin settings

NOT AVAILABLE

✗

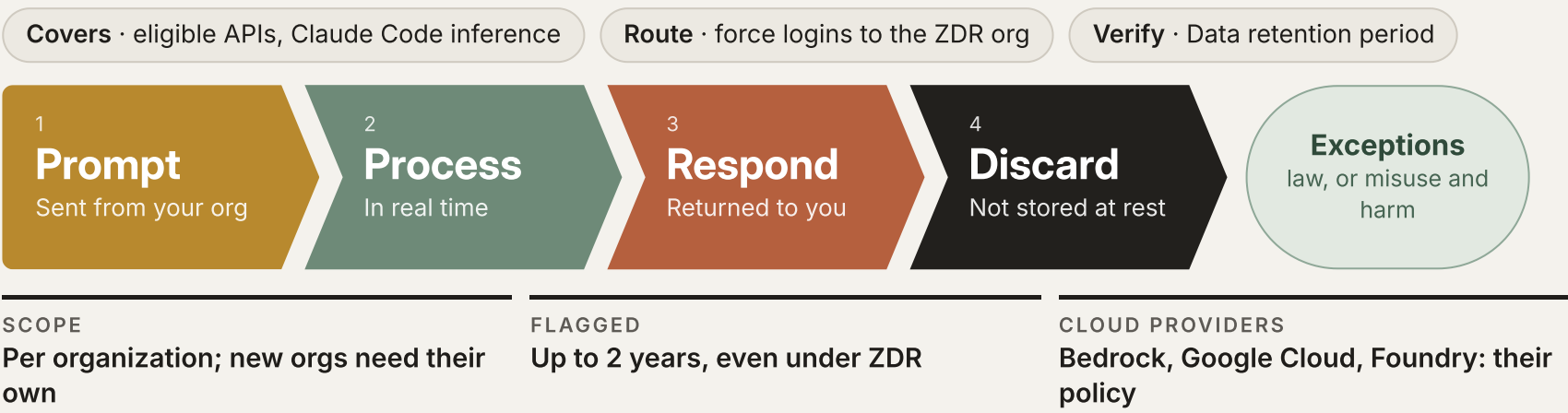
claude.ai chat, Cowork, Claude Console

NOT COVERED

Contact sales or account team → Enabled per org, audit-logged

02

What ZDR does



03

Claude Code features turned off under ZDR

Cloud sessions

SESSION DATA

Including sessions started from the Desktop app.

Remote Control

SYNC

Stores the transcript to sync across devices.

Artifacts

HOSTED

Published pages live on Anthropic infrastructure.

Feedback

TRANSCRIPT

/feedback, /bug, and /share send conversation data.

Claude Tag

MEMORY

Retains channel memory and session transcripts.

API FEATURES OUTSIDE ZDR

● Batch processing

● Files API

● Code execution

● MCP connector

● Agent skills

● Managed Agents

● Covered Models (30 days)

HIPAA path

A BAA plus one of two routes brings Claude Code under coverage. On a HIPAA-ready Enterprise plan, ZDR is no longer the prerequisite.

01

Can Claude Code be covered?

✓

Enterprise plan, HIPAA activated by Primary Owner

REQUIRED

✓

BAA accepted for the organization

REQUIRED

✓

Account team enables the configuration

REQUIRED

✓

Claude Code v2.1.285+, Desktop v2.19675.0+

REQUIRED

✓

Enterprise sign-in, direct to the Claude API

REQUIRED

✗

Cloud provider or gateway connection

NOT COVERED

Primary Owner applies configuration → /status shows HIPAA

03

Outside the BAA, even when configured

Cloud sessions

NOT COVERED

Claude Code and Cowork in the cloud; mobile access.

IDE extensions

NOT COVERED

VS Code and JetBrains keep working, outside the BAA.

Third-party flows

NOT COVERED

Connectors, MCP servers, plugins, and skills.

Providers and gateways

NOT COVERED

Bedrock, Google Cloud, Foundry, and LLM gateways.

ONCE APPLIED

● WebFetch off

● Cloud sessions and Remote Control off

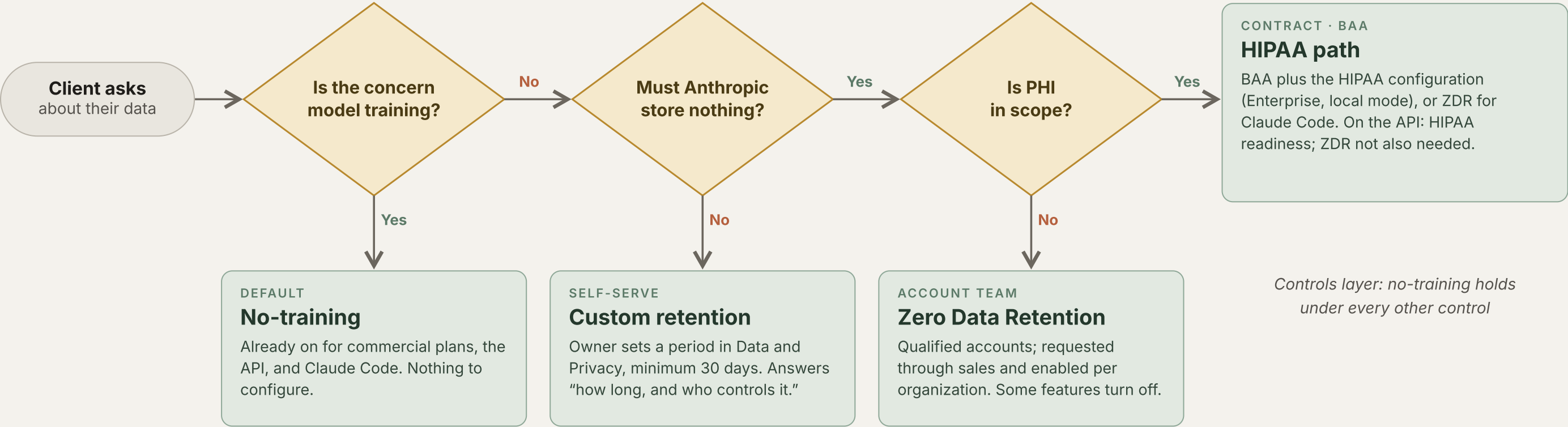
● /feedback off

● Artifact publishing off

● Local session data is yours to secure

Choosing a control

Start from the client’s concern. Most questions resolve to a control the customer already has.



TRUE UNDER EVERY CONTROL ● No training on commercial data by default | ● Flagged content: up to 2 years | ● ZDR and BAA scoped per organization | ● Third parties: their own terms

Sources: Claude Privacy Center, privacy.claude.com/en/articles/7996868, /7996866, /10440198, /8956058; Claude Code Docs, code.claude.com/docs/en/zero-data-retention and [/hipaa-setup](https://code.claude.com/docs/en/hipaa-setup); Claude Platform Docs, "API and data retention," platform.claude.com/docs/en/manage-claude/api-and-data-retention; Claude Help Center, support.claude.com/en/articles/8114513 and [/17318731](https://support.claude.com/en/articles/17318731) (all retrieved Oct. 19, 2026). Decision path is an interpretive organization of the cited pages.

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