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Your shop probably has no rule for what goes into a chatbot.

Issue 7. Nov 13, 2026

Fifteen minutes fixes that. You need one sticky note.

LINE 1

Paste freely

A draft email with no names in it.

LINE 2

Hide the details first

A quote with the customer’s name and address taken out.

LINE 3

Never paste

Passwords, card numbers, photos of IDs.

Anything a customer asked you to keep private.

Each chatbot has a training setting

Claude, ChatGPT and Gemini each let you turn it off for new chats.

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Turning it off changes new chats only

Anthropic says training that already happened isn’t undone.

Gemini still keeps chats for 72 hours

Chats a human reviewer saw can stay up to three years.

Check which kind of account your crew uses

Personal and work plans have separate terms.

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Tape the note by the shop computer

Ask each person which chatbot and which email they use.

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Build your Claude command center

Free guide. About 15 minutes. No code.

stratamindlabs.com/free-tools/

Scan to get the free guide