COVE CONSULTING

WORKSHOP RESOURCE

Your AI Privacy Checklist

For women in business who handle client information. Checked November 2026. Settings move around, so look again every few months.

The question from the room

"If I connect AI to my email, can it take my clients' information and use it or give it to someone else?"

The short answer: when you connect your email, the AI reads it to do the job you ask for. Whether your conversations are also used to train future AI depends on one setting, and in most consumer plans that setting starts switched on. Turn it off, and don't switch it back on when an app asks you to accept new terms. With it off, the main tools say they won't train on your new conversations.

- **ChatGPT** says that if "Improve the model for everyone" is off, data from connected Google apps like Gmail, Calendar and Drive won't be used to improve its models, even if it shows up in your chats.
- **Gemini inside Gmail and Google Docs**: Google says Gemini uses your content there only to answer your request, and that it doesn't train its AI models on your personal emails. But connecting Gmail or Drive to the separate Gemini app is different. Google says some of that data can be reviewed by people and used to improve its services, including training.
- **Muse**: Meta says it doesn't share your Muse conversations, or the data in Muse's private workspace, with its ad systems.

What no setting fixes: once you paste something in, it sits in that company's systems for a while. The real protection is deciding what never goes in. And even with training off, a chat flagged by a safety system can still be kept and reviewed.

Five-minute settings check

Tool	Where to go	What to do
ChatGPT	Profile icon, Settings, Data controls	Turn off "Improve the model for everyone." It's on by default for Free, Plus and Pro. Use Temporary Chat for anything sensitive.
Claude	Settings, Privacy	Turn off "Help improve our AI models." With it off, chats are kept about 30 days. With it on, up to five years. Incognito chats are not used for training.

Gemini	myactivity.google.com/product/gemini	Turn off "Keep activity." Chats may still be held up to 72 hours to run the service. Think twice before connecting Gmail or Drive to the Gemini app.
Muse	Settings, Data controls	Turn off "Help improve our AI models." It's on when you first use Muse. Meta says turning it off also covers your earlier chats.

Using Copilot or another tool? Look in its privacy settings for "training" or "improving the model," and turn it off. And skip the thumbs up and down buttons on sensitive chats. Rating a response can let the company use that whole conversation, even with training turned off.

Never paste this in

- Social insurance numbers, dates of birth, driver's licence or passport numbers
- Bank, credit card or tax account numbers
- Passwords and security codes
- Health information about you or your clients
- Anything a client told you in confidence

And don't use "share" links for private chats. Anyone with the link can read them.

Need help with a document that has these in it? Remove the names and numbers first, or use made-up ones. AI can still help with the wording.

If client trust is your business

- **Ask your professional body.** Many now have guidance on AI. That's the standard you'll be held to.
- **Check your employer's or franchise's rules first.** Universities, governments and franchises often restrict which tools you can connect. Stick to what they allow.
- **Connect less, not more.** Connect one app at a time, at the lowest access level that works. Reading email is often enough. Sending can wait.
- **Keep the "draft, don't send" rule.** AI drafts. You read it, then you send it.
- **Consider a business plan.** Business and team plans of ChatGPT and Claude don't train on your data by default.
- **Know what "off" covers.** In ChatGPT, turning off training covers new chats only, so delete old chats with client details. In Claude and Muse, it also keeps your earlier chats out of future training, though anything already used stays in models already trained.
- **Be open about it.** If you use AI with client information, say so in plain words in your privacy policy or engagement letter.

The bottom line

Turn the training setting off, keep sensitive details out, connect only what you need, and read everything before it goes out. Then let AI save you the time.

This is general information to help you ask the right questions, not legal advice. Questions? Reply to my email or visit coveconsulting.ca. Maureen Kerr, Cove Consulting

Where this comes from

Everything here is from each company's own help pages, checked November 2026. Look there for the latest.

- ChatGPT: help.openai.com/en/articles/7730893 and help.openai.com/en/articles/5722486
- ChatGPT and Google apps: help.openai.com/en/articles/10408842
- Claude: privacy.claude.com/en/articles/12109829
- Gemini in Gmail and Docs: support.google.com/mail/answer/14615114
- Gemini Connected Apps: support.google.com/gemini/answer/16836988
- Muse: meta.com/help/artificial-intelligence/1047255454427887