Guide

Delete a conversation

You can delete a conversation and all its data from Claritalk. This is done in the web app. In the mobile app, you delete local audio files from your device — that's something different. Below you'll find which screen deletes what.

Permanent
Deleting a conversation is, in line with our privacy charter, **permanent**. Neither you nor Claritalk can recover the data afterwards. Deleted content is also no longer findable through searches or AI chat.

Which screen deletes what?

Where	What you delete	What remains
Claritalk Webat the conversation	The conversation and all its data: transcript, reports, to-do's and analysis	What you previously sent to a linked system remains there
Claritalk Mobileat Audio files	The recording on your device	If the recording has already been uploaded and processed, the conversation remains in Claritalk
Automaticretention period	Conversations and basic data that exceed the set retention period	Everything within the retention period, and everything your organization wants to keep longer

In Claritalk Web

This is the way to truly remove a conversation from Claritalk.

1. Open the conversation you want to delete.
2. Choose the action **Delete conversation**.
3. Claritalk asks for confirmation: *“Are you sure you want to delete this conversation and all its data?”*

   Read that question literally: it concerns the conversation **and** everything attached to it.
4. Confirm. The conversation immediately disappears from your overview.

Already sent to an integration?

If you previously sent the report to AdminPulse, Silverfin, Odoo, or another system, that copy will remain there. Claritalk cannot remove data from an external system — you do that yourself.

In Claritalk Mobile

The mobile app has an **Audio files** page with the recordings on your device. There you can clean up recordings — for example a test recording, or a recording you accidentally started.

1. Open the **Audio files** page.
2. Select the recording or recordings you want to delete. You can select multiple at once.
3. Choose **Delete**. The app asks: *“Are you sure you want to delete the selected conversations? This cannot be undone.”*
4. Confirm with **Delete**, or choose **Cancel** to do nothing.

Important difference
If the recording had already been uploaded and processed, you are only deleting the audio file from your **device** here. The conversation remains in Claritalk. If you want to remove that too, do so in the web app as described above.

If the recording had **not** yet been uploaded, then after deletion it is permanently lost: no other copy exists.

Automatic deletion

You don't have to clean everything up manually. Your organization sets retention periods, and Claritalk deletes automatically afterwards. By default this is enabled, with a period of twelve months, adjustable from one to twenty-four months — separately for conversations and for basic data such as recordings and transcripts.

How exactly this works and what you need to consider is described in How long does Claritalk retain your data?

Deleted by accident?

Unfortunately we can't retrieve anything: that's the downside of a privacy commitment we really keep. There is no backup from which a single conversation can be recovered.

Uncertain whether something should be deleted? Email support@claritalk.com first — before you delete.

See also: How long does Claritalk retain your data? What does Claritalk (not) do with your data?

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