Policy

How long does Claritalk retain your data?

You decide that yourself. Claritalk follows your preferences carefully and does not seek to retain data longer than necessary. With full control over retention periods, you can implement a policy that suits your needs — but there are a few things you should consider.

Full control for the customer

Claritalk offers comprehensive enterprise-level settings with which you manage retention periods. There are two categories, which you configure independently of each other.

Category	What falls under it	Automatic deletion	Retention period
Basic data	The data used to generate results: any audio recordings and associated metadata, transcripts and analysis steps	On or offdefault on	1 to 24 monthsdefault 12 months
Conversations	The conversations themselves, with all associated result data and analysis	On or offdefault on	1 to 24 monthsdefault 12 months

A commonly used combination: retain basic data for a short time because the recording has served its purpose after processing, and keep conversations longer because you still need them for follow-up.

Important considerations

Deletion is irreversible

Once data such as conversations or basic data is deleted, it is permanent. Neither Claritalk nor you can recover that information.

Concrete consequence: deleted content is no longer available for future searches, for AI chat about old conversations, and no longer as context for new analyses.

Purposeful data use

Claritalk uses your data exclusively to improve our services for your organization.

Your data is not used to train models outside your company and is never accessible to third parties.

Plan ahead

A short retention period is excellent for your privacy policy, but you also lose history with it: the longer the series of conversations within a file, the richer the context Claritalk has to work with. Choose a period that matches how long your files effectively run.

No dependence on user data

Claritalk does not need user data to improve its general functioning. Data analysis is used exclusively within your organization to optimize service delivery for you.

With flexible settings and a strong focus on data security, Claritalk offers both control and certainty. You adjust the settings to your needs, keeping the consequences of data deletion in mind.

Delete something yourself

In addition to automatic periods, you can also delete an individual conversation at any time. How to do this, and what exactly disappears, is described in Delete a conversation.

Is there something we haven't answered yet?

Feel free to ask us for more clarification. Privacy, data quality and respect for intellectual property are daily topics for us, so in most cases we can help you right away. Email support@claritalk.com.

See also: What does Claritalk (not) do with your data? Delete a conversation

Claritalk Support · last updated 24 August 2026