

IT approval package: AI working environment in the course “Zero to Hero – the Fast Track”

17 September 2026 · Johner Institut GmbH · For forwarding to IT, information security and data protection

Non-binding English translation. The German version of this document is the sole authoritative text. In the event of any discrepancy, the German version prevails.

An employee of your organization is taking part in this course and will set up an AI working environment on their work computer for it. This sheet lists what your department has to approve, and substantiates the data protection and contractual assurances with references. Please review it in good time before the course begins (27 October 2026). In larger organizations, approvals of this kind take weeks.

In three sentences

The participant installs four small programs on their computer and needs a few network approvals for this. The actual AI access is provided by the Johner Institute under a commercial Anthropic contract, so no licence procurement on your part is necessary. For the course itself, **no confidential company data** is processed: work is carried out throughout on a fictitious sample product. The inclusion of your organization’s own documents is contractually **excluded** (§ 15 (1) of our Special Terms and Conditions). An order processing agreement is therefore not required.

1. Programs that have to be installed

Program	Purpose	Source	Platform
Claude desktop app	the working surface of the course	claude.com/download	Windows / macOS
Git for Windows	provides the shell under Windows through which the app executes its commands. no version control is used , Git is purely underlying infrastructure. The app itself points this out when a folder is opened for the first time if it is missing. Not necessary under	git-scm.com/download/win	Windows only

	macOS, where a suitable shell is already part of the operating system		
Claude Code (part of the app)	is called in the background by the participant's scripts in the later part of the course, the participant never operates it directly. The app offers to install it during the set-up process	via the app. Catch-up script <code>claude.ai/install.sh</code> (macOS) or <code>claude.ai/install.ps1</code> (Windows). not a browser link, but an installation command	Windows / macOS
Python 3 incl. pip (package <code>jsonschema</code>)	runs the course's validation and verification scripts. The course accompanies installation and checking with AI support. IT essentially only has to permit it	<code>python.org</code> (package via <code>pypi.org</code>)	Windows / macOS
VS Code	for reading and editing text, spreadsheet and script files	<code>code.visualstudio.com</code>	Windows / macOS

An up-to-date browser is also needed, but is usually already present. Additional VS Code extensions are **not** required.

2. Network approvals (each HTTPS / port 443)

- `claude.ai`, `claude.com`, `anthropic.com`. Sign-in, app, AI access
- `git-scm.com`. Obtaining Git for Windows
- `python.org` and `pypi.org`. Obtaining Python and the validation package
- `code.visualstudio.com`. Obtaining VS Code

The list of sources (Git, Python, VS Code) may change before the course begins. In case of doubt, an approval for "the sources named in section 1" is the more robust wording. The Anthropic domains remain constant.

3. Rights on the work computer

- [] **Installation rights** for the four programs from section 1, alternatively IT distributes the installers itself.
- [] **Write access to one local folder.** The participant works in exactly this one folder: the fictitious sample file to be reviewed is stored there, the small validation program is created there, and **only this folder** is shared by the participant with the Claude desktop app. The app accesses nothing else on the computer. Synchronized folders (OneDrive, Dropbox, Google Drive) in the default setting “available online only” are not suitable, nor are network drives, as the environment then works on placeholders instead of real files.
- [] During the Python installation, it must be permitted to tick **“Add python.exe to PATH”**.

Permanent administrator rights beyond the one-off installation are **not** necessary.

4. Two points which experience shows require separate review

These two topics are the most frequent blockers in regulated organizations, so please review them specifically:

AppLocker, EDR or virus scanners. Endpoint protection sometimes blocks the installers or the PowerShell installation script of Claude Code (`install.ps1`). Please approve the four programs from section 1 and this script.

Proxy with SSL inspection (e.g. Zscaler). If the TLS connection is broken up, certificate errors arise which prevent access. Please exempt the domains from section 2 from inspection (allowlist / SSL bypass).

5. Data protection and contract, the assurances you can rely on

Which contractual framework applies? The course organization of the Johner Institute is a Team plan and therefore falls under Anthropic's *Commercial Terms of Service* (“Claude for Work”), not under the consumer terms (Free, Pro, Max). Anthropic classifies this itself as follows:

“This article is about our commercial products such as Claude for Work and the Anthropic API. For our consumer products such as Claude Free, Pro, Max and when accounts from those plans use Claude Code, see here.” Source: [Is my data used for model training?](<https://privacy.claude.com/en/articles/7996868-is-my-data-used-for-model-training>)

The assurances that matter to you follow from this (see below). In short: the inputs remain with the customer, the outputs belong to the customer, **no model training takes place on customer content**, the content counts as confidential information, the contracting party in the EEA is an Irish company, and

Anthropic's data processing addendum is automatically part of the contract there. The relevant clauses verbatim (checked against the contract text, as of 17 June 2025):

5.1 Rights to inputs and outputs, no training

"As between the parties and to the extent permitted by applicable law, Anthropic agrees that Customer (a) retains all rights to its Inputs, and (b) owns its Outputs. Anthropic disclaims any rights it receives to the Customer Content under these Terms. [...] **Anthropic may not train models on Customer Content from Services.**" Source: [Commercial Terms of Service](https://www.anthropic.com/legal/commercial-terms), section B (Customer Content)

Assessment: Inputs remain with the customer, outputs belong to the customer, and the training prohibition stands as a contractual obligation.

5.2 The one documented exception, and why it does not apply here

"If you explicitly report feedback or bugs to us (e.g. via our thumbs up/down feedback button) [...] then we may use your chats and coding sessions to train our models. [...] we will store the entire related conversation [...] for up to 5 years." Source: [Is my data used for model training?](https://privacy.claude.com/en/articles/7996868-is-my-data-used-for-model-training)

Assessment: Anyone who presses the thumbs up/down button transmits the entire conversation. Precisely for that reason, the Johner Institute has **switched off** this function for the course organization, to the extent it can be controlled centrally (setting "Rate chats"). This obligation is set out in § 14 (6) of our Special Terms and Conditions.

5.3 Content is confidential information

"The parties may share information that is identified as confidential [...] ('Confidential Information'). **Customer Content is Customer's Confidential Information.**" Source: [Commercial Terms of Service](https://www.anthropic.com/legal/commercial-terms), section E.1

Assessment: What the participant enters and what the AI returns is contractually classified as confidential information of the customer, with a restriction on disclosure and a right to deletion on request (E.2, E.4). Anthropic may therefore not pass this content on to third parties or use it for extraneous purposes. **In this contract, "Customer" is the Johner Institute, not your company.** You do not derive a direct claim against Anthropic from this. Vis-à-vis us, your content is protected independently, through § 9 (4) and § 14 (5) of our Special Terms and Conditions and the confidentiality obligation in § 7 of the General Terms and Conditions that apply in addition.

5.4 Contracting party, data protection, applicable law

"'Anthropic' means Anthropic Ireland, Limited if Customer resides in the European Economic Area ('EEA'), Switzerland or UK [...]." "Data submitted through the Services will be processed in accordance

with the Anthropic Data Processing Addendum ('DPA'), which is incorporated into these Terms by reference." "'Governing Laws' means (i) for Customers in the EEA, Switzerland, or UK, the Laws of Ireland ..." Source: [Commercial Terms of Service](https://www.anthropic.com/legal/commercial-terms), preamble, section C, section M.7.a

Assessment: For the EEA, Anthropic Ireland, Limited is the contracting party, Irish law applies, and Anthropic's data processing addendum is automatically part of the contract, so it does not have to be concluded separately. This concerns the relationship between the Johner Institute and Anthropic. No order processing agreement arises between you and us, because no data of your organization is processed. Full text: [Data Processing Addendum](https://www.anthropic.com/legal/data-processing-addendum) · [Privacy Policy](https://www.anthropic.com/legal/privacy).

Important regarding the handling of personal data: The Johner Institute does **not** infer from these assurances that processing of personal data meets the requirements of the GDPR in your specific case. That assessment is yours to make. In the course, **no personal data** is processed. Work is carried out exclusively on the sample product provided, and the inclusion of your own documents is contractually excluded (§ 15 (1)). Your organization is responsible to us for the conduct of the person it names, pursuant to § 278 BGB.

5.5 Human review is contractually envisaged

"It is Customer's responsibility to evaluate whether Outputs are appropriate for Customer's use case, **including where human review is appropriate**, before using or sharing Outputs. [...] factual assertions in Outputs should not be relied upon without independently checking their accuracy [...]." Source: [Commercial Terms of Service](https://www.anthropic.com/legal/commercial-terms), section D.3

Assessment: Anthropic (the provider of the AI) stipulates contractually that the customer itself must evaluate whether a result is fit for purpose, and human review is expressly envisaged. Accordingly, the tool built in the course produces only findings for submission, not decisions. A qualified human decides. For a medical device or IVD manufacturer this means: the use can be incorporated into the quality management system as an AI-supported review step for which a human bears responsibility. Exactly that ultimate human responsibility, which the provider requires in any case, is the control point described there.

5.6 Indemnification for infringement of intellectual property rights by outputs

"Anthropic will defend Customer [...] from and against any Customer Claim [...] alleging that Customer's paid use of the Services [...] or Outputs generated through such authorized use violates any third-party intellectual property right." Source: [Commercial Terms of Service](https://www.anthropic.com/legal/commercial-terms), section K.1

Assessment: Anthropic defends the customer against third-party IP claims based on the outputs, with exceptions (section K.3), among them the customer's own modifications to the outputs and combination with third-party technology. **Here too, the customer is the Johner Institute.** The indemnity operates in the relationship between Anthropic and us. Your company derives no claim of its own against Anthropic from it. In relation to us, the indemnification rules of our Special Terms and Conditions apply (§ 15 (4) to (8)).

5.7 Where the data also resides: locally on the work computer

We raise this point on our own initiative, because you need it for your own assessment under Art. 32 GDPR. The application stores session histories **in plain text** locally, under `~/.claude/projects/`, by default for 30 days. The period can be adjusted via the setting `cleanupPeriodDays`, and the stored data can be deleted.

"Claude Code clients store session transcripts locally in plaintext under `~/.claude/projects/` for 30 days by default to enable session resumption." Source: [Claude Code documentation, section "Data retention"](<https://code.claude.com/docs/en/data-usage>), retrieved 8 September 2026

Sessions started or last continued in the Claude desktop app are, according to the provider, **exempt** from this clean-up. As the course runs predominantly via the desktop app, session histories must be expected to remain permanently on the work computer until they are deleted. Please include this in your endpoint security measures.

6. What is expressly not assured

- **No processing exclusively within the EU.** There is no EU region for this service. If your organization requires this without exception, please contact the Johner Institute **before** the course begins.
- **No warranty as to the correctness of results.** The service is provided "as is". Warranties for correctness and completeness are excluded (section L.2). For a course that builds a validation system, this is the starting point for measuring quality, not a defect.
- **No assurance as to the provider's actual conduct.** We answer for our own configuration, not for the provider adhering to its own contractual obligations. It is bound towards us but is not under our control (§ 15 (7) of our Special Terms and Conditions).
- **Zero Data Retention** is a separate agreement requiring approval and is not part of the course access.

7. Further evidence

For security questions, certificates and reports: [Anthropic Trust Center](https://trust.anthropic.com/).
For everything else, in particular the typical follow-up questions from IT, data protection and QM, please contact the Johner Institute. We have prepared the supporting arguments.

Status of the contract review: 8 September 2026. Contracts change; the links always lead to the current version.