

IT Approval Package: AI Work Environment in the Course “Zero to Hero On-Demand”

v2.0 On-Demand · 19 Oct 2026 · Johner Institut GmbH · For forwarding to IT, Information Security and Data Protection

An employee of your organisation is taking part in this course and will set up an AI work environment on their work computer for this purpose. This sheet lists what your department needs to approve and supports the data protection and contractual assurances with references. Please review it in good time before the start on 1 Dec 2026; in larger organisations, such approvals take weeks. The AI access runs from 1 Dec 2026 to 31 Mar 2027. It can be extended by four months at a time on request; without an extension, it ends automatically.

In three sentences

The participant installs four small programs on their computer and needs a few network approvals to do so. Johner Institut provides the actual AI access via a commercial Anthropic contract; you do not need to procure any licences yourself. No confidential company data is processed for the course itself: all work is done on a fictitious sample product. The inclusion of your organisation's own documents is contractually excluded (§ 15 paragraph 1 of our Special Terms and Conditions). A data processing agreement is therefore not required.

1. Programs that need to be installed

Program	Purpose	Source	Platform
Claude desktop app	the course's working interface	claude.com/download	Windows / macOS
Git for Windows	provides, on Windows, the shell through which the app executes its commands. No version control is used; Git is purely an underlying component. The app itself points this out when a folder is opened for the first time if Git is missing. Not required on macOS,	git-scm.com/download/win	Windows only

	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 itself offers to install it during the set-up process	via the app. Fallback 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 review and validation scripts. Installation and verification are guided by the course with AI support. IT essentially only needs to permit them	<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 required, but is usually already available. No additional VS Code extensions are required.

2. Network approvals (HTTPS / port 443 in each case)

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

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

3. Permissions on the work computer

- ☐ Installation rights for the four programs from section 1; alternatively, IT distributes the installers itself.
- ☐ Write access to a local folder. The participant works in exactly this one folder: it contains the fictitious sample file that is reviewed, the small review program is created there, and this is the only folder the participant shares with the Claude desktop app; the app does not access anything else on the computer. Unsuitable are synchronised folders (OneDrive, Dropbox, Google Drive) set to "online only" and network drives; there, the environment works on placeholders instead of real files.
- ☐ It must be permitted to tick the "Add python.exe to PATH" box during the Python installation.

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

4. Two points that, in our experience, need a separate review

In regulated organisations, these two topics are the most common blockers; please review them specifically:

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

Proxy with SSL inspection (e.g. Zscaler). If the TLS connection is intercepted, certificate errors occur that prevent access. Please exclude the domains from section 2 from inspection (allowlist / SSL bypass).

5. Data protection and contract: the reliable assurances

Which set of contract terms applies? The Johner Institut organisation through which the Zero to Hero On-Demand accesses run is a Team plan and is therefore covered by Anthropic's Commercial Terms of Service ("Claude for Work"), not by 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>)

This gives rise to the assurances (see below) that matter to you. In brief: the inputs remain with the customer, the outputs belong to the customer, no model training takes place on customer content, the content is treated 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, version of 17 Jun 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 is 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. This is precisely why Johner Institut has switched off this function for this organisation, to the extent it can be controlled centrally ("Rate chats" setting). This obligation is set out in § 14 paragraph 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 the customer's confidential information, with restrictions 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 other purposes. In this contract, "Customer" is Johner Institut, not your company. This does not give you any direct claim against Anthropic. In relation to us, your content is protected independently, via § 9 paragraph 4 and § 14 paragraph 5 of our Special Terms and Conditions and the confidentiality obligation in § 7 of the additionally applicable General Terms and Conditions.

5.4 Contracting party, data protection, governing 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; it does not have to be concluded separately. This concerns the relationship between Johner Institut and Anthropic. No data processing agreement arises between you and us, because no data of your organisation 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: Johner Institut does not infer from these assurances that processing personal data meets the requirements of the GDPR in your specific case; that assessment is your responsibility. No personal data is processed in the course. Work is carried out exclusively on the sample product provided, and the inclusion of your own documents is contractually excluded (§ 15 paragraph 1). Your organisation is responsible to us for the conduct of the person it designates pursuant to Section 278 of the German Civil Code (BGB).

5.5 Human review is provided for in the contract

"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 AI provider) stipulates contractually that the customer itself must check whether a result is fit for purpose; human review is expressly provided for. Accordingly, the tool built in the course only generates findings for submission, not decisions. A qualified human decides. For a medical device / IVD manufacturer, this means: the use can be included in the quality management system as an AI-supported review step for which a human is responsible; precisely the final human responsibility that the provider requires anyway is the described control point there.

5.6 Indemnification for IP infringements 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), including for the customer’s own modifications to the outputs and for combination with third-party technology. Here, too, the customer is Johner Institut. The indemnification applies in the relationship between Anthropic and us. Your company does not derive any claim of its own against Anthropic from it. In relation to us, the indemnification provisions of our Special Terms and Conditions apply (§ 15 paragraphs 4 to 8).

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

We mention this point on our own initiative because you need it for your own assessment under Art. 32 GDPR. The application stores session histories locally in plain text, under `~/.claude/projects/`, by default for 30 days. The period can be adjusted via the `cleanupPeriodDays` setting, and the stored files 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 08 Sep 2026

According to the provider, sessions that were started or last resumed in the Claude desktop app are exempt from this clean-up. As the course runs mainly via the desktop app, it must be expected that session histories will remain on the work computer permanently until they are deleted. Please include this in your endpoint security.

6. What is expressly not guaranteed

- No processing exclusively in the EU. There is no EU region for this service. If your organisation strictly requires this, please contact Johner Institut before purchasing.
- No guarantee of the accuracy of results. The service is provided “as is”. Warranties of accuracy and completeness are excluded (Section L.2). For a course that builds a review system, this is the starting point for quality measurement, not a defect.
- No assurance regarding the provider’s actual conduct. We stand by our own configuration, not by the provider complying with its own contractual obligations. The provider is bound towards us but is not under our control (§ 15 paragraph 7 of our Special Terms and Conditions).
- Zero Data Retention is a separate agreement subject to 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 Johner Institut. We have prepared a set of supporting arguments.

Contract review as of: 08 Sep 2026. Contracts change; the links always lead to the current version.