

# Commercial Terms of Service

These Commercial Terms of Service (“**Terms**”) are an agreement between Anthropic, PBC and the Ordering Activity under GSA Schedule contracts (“**Customer**”) identified in the order between Customer and Carahsoft Technology Corporation (“**Reseller**” and such order, the “**Order**”). They govern Customer’s use of the Anthropic offerings referenced in the Order and subsequent orders, as well as all related Anthropic tools, documentation and services (the “**Services**”). These Terms are effective on the start date set forth in Customer’s first Order (“**Effective Date**”).

## A. **Services.**

1. **Overview.** Subject to these Terms, Anthropic gives Customer permission to use the Services, including to power products and services Customer makes available to its own customers and end users (“**Users**”).
2. **Third Party Features.** Customer may elect (in its sole discretion) to use features, services or other content may be made available by third parties to Customer through the Services (“**Third Party Features**”). Customer acknowledges and agrees that Third Party Features are not Services and, accordingly, Anthropic is not responsible for them.
3. **Feedback.** If Customer provides (in its sole discretion) Anthropic with feedback regarding the Services, Anthropic may use that feedback at its own risk and without obligation to Customer. Anthropic acknowledges that these Terms and any Feedback provided under these Terms in advertising is limited by GSAR 552.203-7.

B. **Customer Content.** 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. Subject to Customer’s compliance with these Terms, Anthropic hereby assigns to Customer its right, title and interest (if any) in and to Outputs. Anthropic may not train models on Customer Content from Services. “**Inputs**” means submissions to the Services by Customer or its Users and “**Outputs**” means responses generated by the Services to Inputs (Inputs and Outputs together are “**Customer Content**”).

C. **Data Privacy.** Data submitted through the Services will be processed in accordance with the [Anthropic Data Processing Addendum](#) (“**DPA**”), which will be attached to the Order with Reseller and in effect as of the Order start date of the applicable Order with Reseller. Notwithstanding the terms in the DPA, If Customer is an instrumentality of the United States, Customer will only be required to comply with the Federal laws of the United States for any Customer obligations or responsibilities set forth in the DPA.

D. **Trust and Safety; Restrictions.**

1. **Compliance.** Each party will comply with all laws applicable to the provision (for Anthropic) and use (for Customer) of the Services, including any applicable data privacy laws.
2. **Policies and Service Terms.** Customer and its Users may only use the Services in compliance with these Terms, including (a) the [Usage Policy](#) ("**Usage Policy**", which was previously referred to as the Acceptable Use Policy), (b) our policy on the [countries and regions Anthropic currently supports](#) ("**Supported Regions Policy**") and (c) our [Service Specific Terms](#), which will be attached to the applicable Order with Reseller and in effect as of the Order start date of the applicable Order with Reseller. Customer must cooperate with reasonable requests for information from Anthropic to support compliance with its Usage Policy, including to verify Customer's identity and use of the Services.
3. **Limitations of Outputs; Notice to Users.** 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. Customer acknowledges, and must notify its Users, that factual assertions in Outputs should not be relied upon without independently checking their accuracy, as they may be false, incomplete, misleading or not reflective of recent events or information. Customer further acknowledges that Outputs may contain content inconsistent with Anthropic's views.
4. **Use Restrictions.** Customer may not and must not attempt to (a) access the Services to build a competing product or service, including to train competing AI models or resell the Services except as expressly approved by Anthropic; (b) reverse engineer or duplicate the Services; or (c) support any third party's attempt at any of the conduct restricted in this sentence.
5. **Service Account.** Customer is responsible for all activity under its account. Customer will promptly notify Anthropic if Customer believes the account it uses to access the Services has been compromised, or is subject to a denial of service or similar malicious attack that may negatively impact the Services.

#### E. **Confidentiality.**

1. **Confidential Information.** The parties may share information that is identified as confidential, proprietary, or similar, or that a party would reasonably understand to be confidential or proprietary ("**Confidential Information**"). Customer Content is Customer's Confidential Information.
2. **Obligations of Parties.** The receiving party ("**Recipient**") may only use Confidential Information of the disclosing party ("**Discloser**") to exercise its rights and perform its obligations under these Terms. Recipient may only share Discloser's Confidential Information to Recipient's employees, agents, and advisors that have a need to know such Confidential Information and who are bound to obligations of confidentiality at least as protective as those provided in these Terms ("**Representatives**"). Recipient will protect Discloser's Confidential Information from

unauthorized use, access, or disclosure in the same manner as Recipient protects its own Confidential Information, and with no less than reasonable care. Recipient is responsible for all acts and omissions of its Representatives.

3. **Exclusions.** Confidential Information excludes information that: (a) becomes publicly available through no fault of Recipient; (b) is obtained by Recipient from a third party without a breach of the third party's obligations of confidentiality; or (c) is independently developed by Recipient without use of Confidential Information. Recipient may disclose Discloser's Confidential Information to the extent it is required by law, or court or administrative order, and will, except where expressly prohibited, notify Discloser of the required disclosure promptly and fully cooperate with Discloser's efforts to prevent or narrow the scope of disclosure. Anthropic recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 522( "FOIA"), which may require that certain information be released, despite being characterized as "confidential" by Anthropic. Customer will provide Anthropic with prior written notice (to the extent legally permitted) before disclosing any Anthropic Confidential Information, allowing Anthropic to seek available exemptions under FOIA.
  4. **Destruction Request.** Recipient will destroy Discloser's Confidential Information promptly upon request, except where retained to comply with law or copies in Recipient's automated back-up systems, which will remain subject to these obligations of confidentiality while maintained.
- F. **Intellectual Property.** Except as expressly stated in these Terms, these Terms do not grant either party any rights to the other's content or intellectual property, by implication or otherwise.
- G. **Publicity.** Anthropic may use Customer's name and logo to publicly identify Customer as a customer of the Services; provided that Customer may opt-out via [this request form](#). Customer will consider in good faith any request by Anthropic to (1) provide a quote from a Customer executive regarding Customer's motivation for using the Services that Anthropic may use publicly and (2) participate in a public co-marketing activity.
- H. **Fees.**
1. **Payment of Fees.** Customer is responsible for fees incurred by its account, at the rates specified in the applicable Order with Reseller.
  2. **Reserved.**
  3. **Reserved.**
- I. **Termination and Suspension.**
1. **Term.** These Terms start on the Effective Date and continue until terminated (the "Term").
  2. **Termination.**

- a. As permitted by applicable law, including the Contracts Disputes Act (41 U.S.C. SS7101-7109) where Customer is an instrumentality of the U.S. Federal Government subject to the Contracts Disputes Act, Customer's use of the Services may be immediately terminated and/or suspended, at Anthropic's option, upon notice due to (a) a breach of these Terms, or Orders by Customer or any User; or (b) a breach by Reseller of Reseller's payment obligations to Anthropic with respect to the Services it is reselling to Customer.
- b. The parties acknowledge that Anthropic is under no obligation to (i) continue providing the Services directly to Customer; or (ii) assume a direct contractual relationship with Customer following the termination or expiration of Reseller's agreement with Anthropic.
- c. **Reserved.**

3. **Suspension.**

- a. Notwithstanding Section I(2)(a), Anthropic may temporarily suspend Customer's access to any portion or all of the Services if Anthropic reasonably believes or determines that there is a risk to or attack on any of the Services ( a "**Service Suspension**").
- b. Anthropic will use reasonable efforts to provide written notice of any Service Suspension to Customer, and resume providing access to the Services, as soon as reasonably possible after the event giving rise to the Service Suspension is cured, where curable. Anthropic will have no liability for any damage, liabilities, losses (including any loss of data or profits), or any other consequences that Customer may incur because of a Service Suspension.

4. **Effect of Termination.** Upon termination, Customer may no longer access the Services. The following provisions will survive termination or expiration of these Terms: (a) Sections E (Confidentiality), G (Publicity), H (Fees), I (Termination and Suspension), J (Disputes), K (Indemnification), L.2 (Disclaimer of Warranties), L.3 (Limits on Liability), and M (Miscellaneous); (b) any provision or condition that must survive to fulfill its essential purpose.

J. **Disputes.**

1. **Disputes.** When Customer is an instrumentality of the U.S. Federal Government subject to the Contract Disputes Act , any claims against Customer for alleged breach of these Terms must be brought under the Contract Disputes Act. Anthropic will continue performing under these Terms, pending final resolution of any claim, appeal, or action arising under these Terms, and comply with any decision of the Contracting Officer.
2. **Reserved.**
3. **Reserved.**

K. **Indemnification.**

1. **Claims Against Customer.** Anthropic will have the right to intervene to defend Customer and its personnel, successors, and assigns from and against any Customer Claim (as defined below) and indemnify them for any judgment that a court of competent jurisdiction grants a third party on such Customer Claim or that an arbitrator awards a third party under any Anthropic-approved settlement of such Customer Claim. "**Customer Claim**" means a third-party claim, suit, or proceeding alleging that Customer's paid use of the Services (which includes data Anthropic has used to train a model that is part of the Services) in accordance with these Terms or Outputs generated through such authorized use violates any third-party intellectual property right. Nothing contained herein will be construed in derogation of the U.S. Department of Justice's right to defend any claim or action brought against the U.S., pursuant to its jurisdictional statute 28 U.S.C. §516.
2. **Claims Against Anthropic.** This Section K(2) will only be enforceable as permitted by applicable law and will not apply if Customer is an instrumentality of the United States Federal Government that is subject to the Anti-Deficiency Act (31 U.S.C. 1341). Customer will defend Anthropic and its personnel, successors, and assigns from and against any Anthropic Claim (as defined below) and indemnify them for any judgment that a court of competent jurisdiction grants a third party on such Anthropic Claim or that an arbitrator awards a third party under any Customer-approved settlement of such Anthropic Claim. "**Anthropic Claim**" means any third-party claim, suit, or proceeding related to Customer's or its Users' (a) Inputs or other data provided by Customer, or (b) use of the Services in violation of the Usage Policy, the Service Specific Terms, or Section D.4 (Use Restrictions). Anthropic Claims and Customer Claims are each a "**Claim**", as applicable.
3. **Exclusions.** Neither party's defense or indemnification obligations will apply to the extent the underlying allegation arises from the indemnified party's fraud, willful misconduct, violations of law, or breach of the Agreement. Additionally, Anthropic's defense and indemnification obligations will not apply to the extent the Customer Claim arises from: (a) modifications made by Customer to the Services or Outputs; (b) the combination of the Services or Outputs with technology or content not provided by Anthropic; (c) Inputs or other data provided by Customer; (d) use of the Services or Outputs in a manner that Customer knows or reasonably should know violates or infringes the rights of others; (e) the practice of a patented invention contained in an Output; or (f) an alleged violation of trademark based on use of an Output in trade or commerce.
4. **Process.** The indemnified party must promptly notify the indemnifying party of the relevant Claim, and will reasonably cooperate in the defense. The indemnifying party will retain the right to control the defense of any such Claim, including the selection of counsel, the strategy and course of any litigation or appeals, and any negotiations or settlement or compromise, except that the indemnified party will have the right, not to be exercised unreasonably, to reject any settlement or compromise that requires that it admit wrongdoing or liability or subjects it to an ongoing affirmative obligation. The indemnifying party's obligations will be excused if either of the following materially prejudices the defense: (a) failure of the indemnified party to provide prompt notice of the Claim; or (b) failure to reasonably cooperate in the defense.

5. **Sole Remedy.** To the extent covered under this Section K (Indemnification), indemnification is each party's sole and exclusive remedy under these Terms for any third-party claims.

**L. Warranties and Limits on Liability.**

1. **Warranties.** Each party represents and warrants that (a) it is authorized to enter into these Terms; and (b) entering into and performing these Terms will not violate any of its corporate rules, if applicable. Customer further represents and warrants that it has all rights and permissions required to submit Inputs to the Services. Anthropic warrants that during the applicable Order term that (i) the Services have been developed and are intended to operate in accordance with the applicable model card(s) found at <https://docs.anthropic.com/en/docs/about-claude/models> and (ii) the overall security of the Services will not materially decrease.
2. **Disclaimer of Warranties.** EXCEPT TO THE EXTENT EXPRESSLY PROVIDED FOR IN THESE TERMS, TO THE MAXIMUM EXTENT PERMITTED UNDER LAW (A) THE SERVICES AND OUTPUTS ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTY OF ANY KIND; AND (B) ANTHROPIC MAKES NO WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THIRD-PARTY PRODUCTS OR SERVICES, INCLUDING THIRD-PARTY INTERFACES. ANTHROPIC EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE, AS WELL AS ANY IMPLIED WARRANTY ARISING FROM STATUTE, COURSE OF DEALING OR PERFORMANCE, OR TRADE USE. ANTHROPIC DOES NOT WARRANT, AND DISCLAIMS THAT, THE SERVICES OR OUTPUTS ARE ACCURATE, COMPLETE OR ERROR-FREE OR THAT THEIR USE WILL BE UNINTERRUPTED. REFERENCES TO A THIRD PARTY IN THE OUTPUTS MAY NOT MEAN THEY ENDORSE OR ARE OTHERWISE WORKING WITH ANTHROPIC.
3. **Limits on Liability.**
  - a. Except as stated in Section L.3.b, the liability of each party, and its affiliates and licensors, for any damages arising out of or related to these Terms (i) excludes damages that are consequential, incidental, special, indirect, or exemplary damages, including lost profits, business, contracts, revenue, goodwill, production, anticipated savings, or data, and costs of procurement of substitute goods or services and (ii) is limited to Fees paid by Reseller to Anthropic for Customer's use the Services in the previous 12 months.
  - b. The limitations of liability in this Section L.3 (Limits on Liability) do not apply to either party's obligations under Section K (Indemnification).
  - c. THE LIMITATIONS OF LIABILITY IN THIS SECTION L.3 (LIMITS ON LIABILITY) APPLY: (I) TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW; (II) TO LIABILITY IN TORT, INCLUDING FOR NEGLIGENCE; (III) REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, STRICT PRODUCT LIABILITY, OR OTHERWISE; (IV) EVEN IF THE BREACHING PARTY IS ADVISED IN ADVANCE OF THE POSSIBILITY OF THE DAMAGES IN QUESTION AND EVEN IF SUCH DAMAGES WERE FORESEEABLE; AND (E) EVEN IF THE INJURED PARTY'S REMEDIES FAIL OF

THEIR ESSENTIAL PURPOSE. THE FOREGOING WILL NOT APPLY TO (1) PERSONAL INJURY OR DEATH RESULTING FROM ANTHROPIC'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT; (2) FOR FRAUD; OR (3) FOR ANY OTHER MATTER FOR WHICH LIABILITY CANNOT BE EXCLUDED BY LAW.

- d. The parties agree that they have entered into these Terms in reliance on the terms of this Section L.3 (Limits on Liability) and those terms form an essential basis of the bargain between the parties.

**M. Miscellaneous.**

1. **Notices.** All notices, demands, waivers, and other communications under these Terms (each, a "Notice") must be in writing. Except for notices related to demands to arbitrate or where equitable relief is sought, any Notices provided under these Terms may be delivered electronically to the address provided to Anthropic if to Customer; and to [notices@anthropic.com](mailto:notices@anthropic.com) if to Anthropic. Notice is effective only: (a) upon receipt by the receiving party, and (b) if the party giving the Notice has complied with all requirements of this Section M.1 (Notices).
2. **Electronic Communications.** Customer agrees to receive electronic communications from Anthropic based on Customer's use of the Services and related to these Terms. Except where prohibited by applicable law, electronic communications may be sent via email, through the Services or Customer's management dashboard, or posted on Anthropic's website. Anthropic may also provide electronic communications via text or SMS about Customer's use of the Services or as Customer otherwise requests from Anthropic. If Customer wishes to stop receiving such messages, Customer may request it from Anthropic or respond to any such texts with "STOP".
3. **Amendment and Modification.**
  - a. Anthropic may update the Usage Policy by providing email notice to Customer, but the update will not take effect for the then-current Order term unless Customer purchases additional Services during the then current-Order term. Such updates to the Usage Policy are intended to help Anthropic's customers and users stay safe and ensure Anthropic's Services are being used responsibly. If Customer believes the update is a material change as defined in GSAR Clause 552.212-4(w)(1)(vi), the parties agree to negotiate and incorporate mutually agreed upon changes to the Usage Policy.
  - b. Anthropic may update the Service Specific Terms which will apply (i) to each new Order, which take effect at the time the Order is executed; or (ii) the then-current Order term, but only as to updates that address terms and conditions to new features, services or products that are not Order Services under such Order. If Customer uses such new features, services or products during the then-current Order term, the new Service Specific Terms will apply.

- c. If Anthropic intends to or does remove any countries from the Supported Regions Policy and Customer is using the Services in that country, Anthropic will provide Customer with email notice of such change and, except to the extent prohibited by applicable law, Customer will have six (6) months from the notice date to transition away from using the Services in any countries or regions removed from the Supported Regions Policy by Anthropic. Such updates to the Supported Regions Policy will not amend these Terms.
  - d. Changes to the Usage Policy, Service Specific Terms, or Support Regions Policy to the extent required to comply with changes to applicable laws or regulations will take effect immediately upon posting or Notice.
  - e. No other amendment to or modification of these Terms is effective unless it is in writing and signed by both parties. Failure to exercise or delay in exercising any rights or remedies arising from these Terms does not and will not be construed as a waiver; and no single or partial exercise of any right or remedy will preclude future exercise of such right or remedy.
  - f. Customer agrees that the updates set forth in (a) - (d) above are non-material changes in accordance with GSAR Clause 552.212-4(w)(1)(vi).
  - g. Changes will not apply retroactively. No other amendment to or modification of these Terms is effective unless it is in writing and signed by both parties. Failure to exercise or delay in exercising any rights or remedies arising from these Terms does not and will not be construed as a waiver; and no single or partial exercise of any right or remedy will preclude future exercise of such right or remedy.
4. **Federal Government End Use.** The Services constitute "commercial items" as defined in FAR 2.101. U.S. Government rights to use, modify, reproduce, release, perform, display, or disclose the Services, including any software, documentation, and technical data, are governed by these Terms in accordance with FAR 12.211- 12.212 and DFARS 227.7102-4 and 227.7202-4. For Department of Defense users, technical data customarily provided to the public will be furnished in accordance with DFARS 252.227-7015. Government agencies requiring additional rights must negotiate a written addendum to these Terms specifically granting those rights.
5. **Assignment and Delegation.** Neither party may assign its rights or delegate its obligations under these Terms without the other party's prior written consent, except that Anthropic may assign its rights and delegate its obligations to an affiliate or as part of a sale of all or substantially all its business in accordance with the provisions set forth in FAR 42.1204. Any purported assignment or delegation is null and void except as permitted above. No permitted assignment or delegation will relieve the contracting party or assignees of their obligations under these Terms. These Terms will bind and inure to the benefit of the parties and their respective permitted successors and assigns.

6. **Severability.** If a provision of these Terms is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability will neither affect any other term or provision of these Terms nor invalidate or render unenforceable such term or provision in any other jurisdiction. Upon such determination that any term or other provision is invalid, illegal, or unenforceable, the parties will negotiate in good faith to modify these Terms to reflect the parties' original intent as closely as possible.
7. **Interpretation.** These Terms will be construed mutually, with neither party considered the drafter. Document and section titles are provided for convenience and will not be interpreted. The phrases "for example" or "including" or "or" are not limiting.
8. **Governing Law; Venue.** These Terms are governed by and construed in accordance with the Federal laws of the United States if Customer is an instrumentality of the U.S. Federal Government.
9. **Export and Sanctions.** Customer may not export or provide access to the Services to persons or entities or into countries or for uses where it is prohibited under U.S. or other applicable international law. Without limiting the foregoing sentence, this restriction applies (a) to countries where export from the US or into such country would be prohibited or illegal without first obtaining the appropriate license, and (b) to persons, entities, or countries covered by U.S. sanctions.
10. **Integration.** These Terms (including the [Usage Policy](#), [Supported Regions Policy](#), [Service Specific Terms](#), [DPA](#), [Model Pricing Page](#) and other documents or terms that are effective as of the Effective Date of these Terms) constitute the parties' entire understanding as to the Services' provision and use. These Terms supersede all other understandings or agreements between the parties regarding the Services. Any use of services or products offered by Anthropic that are not covered by an applicable Order are subject to Anthropic's standard [Commercial Terms of Service](#). For clarity, the Model Pricing Page will not apply to these Terms.
11. **Force Majeure.** In accordance with GSAR Clause 552.212-4(f), neither party will be liable for failure or delay in performance to the extent caused by circumstances beyond its reasonable control.

This Anthropic Commercial Terms of Services is signed by the parties' authorized representatives on the dates below.

**CUSTOMER**

**ANTHROPIC, PBC**

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

Notices Email:

Notices Email: [notices@anthropic.com](mailto:notices@anthropic.com)

# Service Specific Terms

## Effective May 1, 2025

These Service Specific Terms (“Service Specific Terms”) contain supplemental terms that apply to specific Services and form part of the agreement you or the organization, company, or other entity that you represent (“Customer”) have with Anthropic for such Services that links to or otherwise references these Service Specific Terms, such as the [Commercial Terms of Service](#) (“Agreement”). Any capitalized terms not defined in these Service Specific Terms will have the definitions stated in the Agreement. In the event of any conflict between the Terms and these Service Specific Terms, these Service Specific Terms control for the relevant Services.

### A. Claude for Work (Team Plan; Enterprise Plan)

Customer must inform its Users that (i) they are accessing an administered service offering that enables Customer’s access to and control over data submitted to the Services by Customer and its Users, and (ii) use of the Services are subject to Anthropic’s policies, including the [Privacy Policy](#) and [Usage Policy](#). Customer is responsible for obtaining any necessary User consents and providing all User notices required by applicable law.

### B. Beta Services

Anthropic may offer Services that are in pre-release, beta, preview or similar trial form (“Beta Services”). This means that they are not suitable for production use and provided “as-is” on a temporary basis. Anthropic is not responsible for Customer’s use of or reliance on Beta Services and is not obligated to provide any indemnity for their use. Anthropic’s liability related to Beta Services is limited to the lesser of \$1,000 and Fees paid by Customer for the Services in the previous 12 months.

### C. Fine-Tuning Services

Anthropic may offer Services that allow Customer to fine-tune or conduct other forms of model customization (“Fine-Tuning Services” and any such resulting model, a “Fine-Tuned Model”), including using data provided by Customer (“Fine-Tuning Materials”). Fine-Tuning Services use the Fine-Tuning Materials for the purpose of generating or validating Fine-Tuned Models. Fine-Tuning Materials are Customer Content. Customer’s use of the Fine-Tuning Services does not constitute a violation of the prohibition on training in the

Agreement; provided that the training conducted is solely for Customer's use of the Fine-Tuning Services.

#### D. Cloud Hosted Services

1. Generally. Anthropic offers certain Services through the following third-party managed and hosted technical environments: (1) Amazon Bedrock ("Bedrock"), which is hosted and managed by Amazon Web Services, Inc. and affiliates ("AWS"); and (2) Vertex AI ("Vertex"), which is hosted and managed by Google LLC and affiliates ("Google"). AWS and Google are "Cloud Providers" and their environments are "Cloud Platforms" for purposes of these Services Specific Terms. Customer acknowledges and agrees that Anthropic is not responsible for Cloud Platforms or any other services Customer receives from Cloud Providers, and that changes to Cloud Platforms or other Cloud Provider services may materially impact Customer's use of the Services. Customer may only use the Services in compliance with applicable Cloud Provider policies and agreements it has with the applicable Cloud Provider.
2. Content on Cloud Platforms. The technology provided by Anthropic to enable access to the Services via the Cloud Platforms does not give Anthropic access to any Customer instance with the Cloud Providers, including Customer Content they contain.
3. Fees. Customer must pay all applicable fees related to use of the Services via Cloud Platforms to the applicable Cloud Provider at Anthropic's then-current rates in accordance with the applicable GSA Schedule Pricelist, unless otherwise agreed by the parties.

#### E. Development Partner Program

Customer may elect (in its sole discretion) to participate in the Development Partner Program by enabling the permissive data opt-in setting for the Services ("Development Partner Mode"). If Customer enables Development Partner Mode, Anthropic may use the data that Customer submits to the Services (e.g., Customer Content) in connection with Anthropic's products and services, including to train models.

# Privacy Policy

**Effective May 1, 2025**

Anthropic is an AI safety and research company working to build reliable, interpretable, and steerable AI systems.

This Privacy Policy explains how we collect, use, disclose, and process your personal data when you use our website and other places where Anthropic acts as a *data controller*—for example, when you interact with Claude.ai or other products as a consumer for personal use ("Services") or **when Anthropic operates and provides our commercial customers and their end users with access to our commercial products, such as the Claude Team plan** ("Commercial Services").

This Privacy Policy does not apply where Anthropic acts as a *data processor* and processes personal data on behalf of commercial customers using Anthropic's Commercial Services – for example, your employer has provisioned you a Claude for Work account, or you're using an app that is powered on the back-end with Claude. In those cases, the commercial customer is the controller, and you can review their policies for more information about how they handle your personal data.

For information about how we collect and use personal data to develop our language models that power our Services, when we may receive and process personal data of non-users, and your choices with respect to that information, please see our [Notice on Model Training](#).

This Privacy Policy also describes your privacy rights. More information about your rights, and how to exercise them, is set out in Section 4 ("Rights and Choices").

If you are located in Canada, please read section 11 of the Privacy Policy which applies to you.

If you are located in Brazil, please read section 12 of the Privacy Policy which applies to you.

# 1. Collection of Personal Data

We collect the following categories of personal data:

## Personal data you provide to us directly

- **Identity and Contact Data:** Anthropic collects identifiers, including your name, email address, and phone number when you sign up for an Anthropic account, or to receive information on our Services. We may also collect or generate indirect identifiers (e.g., “USER12345”).
- **Payment Information:** We shall collect your payment information if you choose to purchase access to Anthropic’s products and services.
- **Inputs and Outputs:** Our AI services allow you to interact with the Services in a variety of formats (“Prompts” or “Inputs”), which generate responses (“Outputs”) based on your Inputs. This includes where you choose to integrate third-party applications with our services. If you include personal data or reference external content in your Inputs, we will collect that information and this information may be reproduced in your Outputs.
- **Feedback on your use of our Services:** We appreciate feedback, including ideas and suggestions for improvement or rating an Output in response to an Input (“Feedback”). If you rate an Output in response to an Input—for example, by using the thumbs up/thumbs down icon—we will store the entire related conversation as part of your Feedback. You can learn more about how we use Feedback [here](#).
- **Communication Information:** If you communicate with us, including via our chatbot on our Help site, we collect your name, contact information, and the contents of any messages you send.

## Personal data we receive automatically from your use of the Services

When you use the Services, we also receive certain technical data automatically (described below, collectively “Technical Information”). This includes:

- **Device and Connection Information.** Consistent with your device or browser permissions, your device or browser automatically sends us information about when and how you install, access, or use our Services. This includes information such as your device type, operating system information, browser information and web page referers, mobile network, connection information, mobile operator or internet service provider (ISP), time zone setting, IP address (including information about the location of the device derived from your IP address), identifiers (including device or advertising identifiers, probabilistic identifiers, and other unique personal or online identifiers).
- **Usage Information.** We collect information about your use of the Services, such as the dates and times of access, browsing history, search, information about the links you click, pages you view, and other information about how you use the Services, and technology on the devices you use to access the Services.
- **Log and Troubleshooting Information.** We collect information about how our Services are performing when you use them. This information includes log files. If you or your device experiences an error, we may collect information about the error, the time the error occurred, the feature being used, the state of the application when the error occurred, and any communications or content provided at the time the error occurred.
- **Cookies & Similar Technologies.** We and our service providers use cookies, scripts, or similar technologies (“Cookies”) to manage the Services and to collect information about you and your use of the Services. These technologies help us to recognize you, customize or personalize your experience, market additional products or services to you, and analyze the use of our Services to make them safer and more

useful to you. For more details about how we use these technologies, and your opt-out controls and other options, please visit our [Cookie Policy](#).

## **Personal data we collect or receive to train our models**

Anthropic obtains personal data from third party sources in order to train our models. Specifically, we train our models using data from the following sources:

- Publicly available information via the Internet
- Datasets that we obtain through commercial agreements with third party businesses
- Data that our users or crowd workers provide
- Data that we generate internally

For more information about how we collect and use personal data to develop our language models that power our Services, the steps we take to minimize the privacy impact on individuals through the training process, and your choices with respect to that information, please see our separate [Notice on Model Training](#).

## **2. Uses of Personal Data Permitted Under Applicable Data Protection Laws**

We use your personal data for the following purposes:

- To provide, maintain and facilitate any products and services offered to you with respect to your Anthropic account, which are governed by our Terms of Service;
- To provide, maintain and facilitate optional services and features that enhance platform functionality and user experience;

- To communicate with you, including to send you information about our Services and events;
- To create and administer your Anthropic account;
- To facilitate payments for products and services provided by Anthropic;
- To prevent and investigate fraud, abuse, and violations of our [Usage Policy](#), unlawful or criminal activity, unauthorized access to or use of personal data or Anthropic systems and networks, to protect our rights and the rights of others, and to meet legal, governmental and institutional policy obligations;
- To investigate and resolve disputes;
- To investigate and resolve security issues;
- To debug and to identify and repair errors that impair existing functionality
- To improve the Services and conduct research; and
- To enforce our [Terms of Service](#) and similar terms and agreements, including our [Usage Policy](#).

We will not use your Inputs or Outputs to train our models, unless: (1) your conversations are flagged for Trust & Safety review (in which case we may use or analyze them to improve our ability to detect and enforce our [Usage Policy](#), including training models for use by our Trust and Safety team, consistent with Anthropic's safety mission), or (2) you've explicitly reported the materials to us (for example via our feedback mechanisms), or (3) you've otherwise explicitly opted in to the use of your Inputs and Outputs for training purposes.

Please see Section 10 below for details of our legal bases for processing your personal data.

### 3. How We Disclose Personal Data

Anthropic will disclose personal data to the following categories of third parties for the purposes explained in this Policy:

- **Affiliates & corporate partners.** Anthropic discloses the categories of personal data described above between and among its affiliates and related entities.
- **Service providers & business partners.** Anthropic may disclose the categories of personal data described above with service providers and business partners for a variety of business purposes, including website and data hosting, ensuring compliance with industry standards, research, auditing, data processing, and providing you with the services.

Anthropic may also disclose personal data in the following circumstances:

- **As part of a significant corporate event.** If Anthropic is involved in a merger, corporate transaction, bankruptcy, or other situation involving the transfer of business assets, Anthropic will disclose your personal data as part of these corporate transactions.
- **Third-Party Websites and Services:** Our Services may involve integrations with, or may direct you to, websites, apps, and services managed by third parties. By interacting with these third parties, you are providing information directly to the third party and not Anthropic and subject to the third party's privacy policy. If you access third-party services, such as social media sites or other sites linked through the Services (e.g., if you follow a link to our Twitter account), these third-party services will be able to collect personal data about you, including information about your activity on the Services. If we link to a site or service via our Services, you should read their data usage policies or other documentation. Our linking to another site or service doesn't mean we endorse it or speak for that third party.

- Pursuant to regulatory or legal requirements, safety, rights of others, and to enforce our rights or our terms. We may disclose personal data to governmental regulatory authorities as required by law, including for legal, tax or accounting purposes, in response to their requests for such information or to assist in investigations. We may also disclose personal data to third parties in connection with claims, disputes or litigation, when otherwise permitted or required by law, or if we determine its disclosure is necessary to protect the health and safety of you or any other person, to protect against fraud or credit risk, to enforce our legal rights or the legal rights of others, to enforce contractual commitments that you have made, or as otherwise permitted or required by applicable law.
- With an individual's consent. Anthropic will otherwise disclose personal data when an individual gives us permission or directs us to disclose this information, including as a part of our Services.

You can find information on our [Subprocessor List](#) about the third parties Anthropic engages to help us process personal data provided to us where Anthropic acts as a data processor, such as with respect to personal data we receive, process, store, or host when you use Anthropic's commercial services.

## 4. Rights and Choices

Depending on where you live and the laws that apply in your country of residence, you may enjoy certain rights regarding your personal data, as described further below. However, please be aware that these rights are limited, and that the process by which we may need to action your requests regarding our training dataset are complex. We may also decline a request if we have a lawful reason for doing so. That said, we strive to prioritize the protection of personal data, and comply with all applicable privacy laws.

To exercise your rights, you or an authorized agent may submit a request by emailing us at [privacy@anthropic.com](mailto:privacy@anthropic.com). After we receive your request, we may verify it by requesting

information sufficient to confirm your identity. You may also have the right to appeal requests that we deny by emailing [privacy@anthropic.com](mailto:privacy@anthropic.com). Anthropic will not discriminate based on the exercising of privacy rights you may have. Set out below is a summary of the rights which you may enjoy, depending on the laws that apply in your country of residence.

- **Right to know:** the right to know what personal data Anthropic processes about you, including the categories of personal data, the categories of sources from which it is collected, the business or commercial purposes for collection, and the categories of third parties to whom we disclose it.
- **Access & data portability:** the right to request a copy of the personal data Anthropic processes about you, subject to certain exceptions and conditions. In certain cases and subject to applicable law, you have the right to port your information.
- **Deletion:** the right to request that we delete personal data collected from you when you use our Services, subject to certain exceptions. You also are able to delete individual conversations, which will be removed immediately from your conversation history and automatically deleted from our back-end within 30 days. Learn more [here](#).
- **Correction:** the right to request that we correct inaccurate personal data Anthropic retains about you, subject to certain exceptions. Please note that we cannot guarantee the factual accuracy of Outputs. If Outputs contain factually inaccurate personal data relating to you, you can submit a correction request and we will make a reasonable effort to correct this information—but due to the technical complexity of our large language models, it may not always be possible for us to do so.
- **Objection:** the right to object to processing of your personal data, including profiling conducted on grounds of public or legitimate interest. In places where such a right applies, we will no longer process the personal data in case of such objection unless we demonstrate compelling legitimate grounds for the processing which override

your interests, rights, and freedoms, or for the establishment, exercise or defense of legal claims. If we use your information for direct marketing, you can object and opt out of future direct marketing messages using the unsubscribe link in such communications.

- **Restriction:** the right to restrict our processing of your personal data in certain circumstances.
- **Withdrawal of consent.** Where Anthropic’s processing of your personal data is based on consent, you have the right to withdraw your consent. The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
- **Automated decision-making:** Anthropic does not engage in decision making based solely on automated processing or profiling in a manner which produces a legal effect (i.e., impacts your legal rights) or significantly affects you in a similar way (e.g., significantly affects your financial circumstances or ability to access essential goods or services).
- **Sale & targeted Anthropic marketing** of its products and services. Anthropic does not “sell” your personal data as that term is defined by applicable laws and regulations. You can opt-out of sharing your personal data for targeted advertising to promote our products and services, and we will honor global privacy controls. To learn more, [click here](#).

## 5. Data Transfers

When you access our website or Services, your personal data may be transferred to our servers in the US, or to other countries outside the European Economic Area (“EEA”) and the UK. This may be a direct provision of your personal data to us, or a transfer that we or a third party make.

Where information is transferred outside the EEA or the UK, we ensure it benefits from an adequate level of data protection by relying on:

- Adequacy decisions. These are decisions from the European Commission under Article 45 GDPR (or equivalent decisions under other laws) where they recognise that a country outside of the EEA offers an adequate level of data protection. We transfer your information as described in “Collection of Personal Data” to some countries with adequacy decisions, such as the countries listed [here](#); or
- Standard contractual clauses. The European Commission has approved contractual clauses under Article 46 GDPR that allows companies in the EEA to transfer data outside the EEA. These (and their approved equivalent for the UK and Switzerland) are called standard contractual clauses. We rely on standard contractual clauses to transfer information as described in “Collection of Personal Data” to certain affiliates and third parties in countries without an adequacy decision.

In certain situations, we rely on derogations provided for under applicable data protection law to transfer information to a third country.

## **6. Data Retention, Data Lifecycle, and Security Controls**

Anthropic retains your personal data for as long as reasonably necessary for the purposes and criteria outlined in this Privacy Policy and explained further in our [privacy center](#).

When the personal data collected is no longer required by us, we and our service providers will perform the necessary procedures for destroying, deleting, erasing, or converting it into an anonymous form as permitted or required under applicable laws.

## Aggregated or De-Identified Information

We may process personal data in an aggregated or de-identified form to analyze the effectiveness of our Services, conduct research, study user behavior, and train our AI models as permitted under applicable laws. For instance:

- When you submit Feedback, we disassociate Inputs and Outputs from your user ID to use them for training and improving our models.
- If our systems flag Inputs or Outputs for potentially violating our [Usage Policy](#), we disassociate the content from your user ID to train our trust and safety internal classification and generative models. However, we may re-identify the Inputs or Outputs to enforce our Usage Policy with the responsible user if necessary.
- To improve user experience, we may analyze and aggregate general user behavior and usage data. This information does not identify individual users.

## Security Controls Relating to our Processing of Personal Data

We implement appropriate technical and organizational security measures designed to protect personal data from loss, misuse, and unauthorized access, disclosure, alteration, or destruction.

## 7. Children

Our Services are not directed towards, and we do not knowingly collect, use, disclose, sell, or share any information about, children under the age of 18. If you become aware that a child under the age of 18 has provided any personal data to us while using our Services, please email us at [privacy@anthropic.com](mailto:privacy@anthropic.com) and we will investigate the matter and, if appropriate, delete the personal data.

## 8. Changes to Our Privacy Policy

Anthropic may update this Privacy Policy from time to time. We will notify you of any material changes to this Privacy Policy, as appropriate, and update the Effective Date at the top of <https://www.anthropic.com/legal/privacy>. You can view a summary of privacy policy changes and previous versions in our [Privacy Center](#).

## 9. Contact Information

If you live in the European Economic Area (EEA), UK or Switzerland (the “European Region”), the data controller responsible for your personal data is Anthropic Ireland, Limited. If you live outside the European Region, the data controller responsible for your personal data is Anthropic PBC.

If you have any questions about this Privacy Policy, or have any questions, complaints or requests regarding your personal data, you can contact us as described below:

- Anthropic PBC with a registered address at 548 Market St, PMB 90375, San Francisco, CA 94104 (United States).
- Anthropic Ireland, Limited with a registered address at 6th Floor, South Bank House, Barrow Street. Dublin 4, D04 TR29 (Ireland).

You can email us at [privacy@anthropic.com](mailto:privacy@anthropic.com) and contact our Data Protection Officer at [dpo@anthropic.com](mailto:dpo@anthropic.com).

Please note that under many countries' laws, you have the right to lodge a complaint with the supervisory authority in the place in which you live or work. A full list of EU supervisory authorities' contact details is available [here](#). If you live or work in the UK, you have the right to lodge a complaint with the [UK Information Commissioner's Office](#). If you live in Brazil, you have the right to lodge a complaint with the [Brazilian Data Protection Authority \(ANPD\)](#). If you

live in Australia, you have the right to lodge a complaint with the [Office of the Australian Information Commissioner](#).

## 10. Legal Bases for Processing

Purpose	Type of Data	Legal Basis
To provide, maintain and facilitate any products and services offered to you with respect to your Anthropic account, which are governed by our Terms of Service	<ul style="list-style-type: none"><li>• Identity and Contact Data</li><li>• Payment Information</li><li>• Feedback</li><li>• Inputs and Outputs</li></ul>	<ul style="list-style-type: none"><li>• Contract</li></ul>
To provide, maintain and facilitate optional services and features that enhance platform functionality and user experience	<ul style="list-style-type: none"><li>• Identity and Contact Data</li><li>• Feedback</li><li>• Inputs and Outputs</li></ul>	<ul style="list-style-type: none"><li>• Legitimate interests</li></ul> <p>It is in our and our users' legitimate interests to expand our product features and deliver additional services that enhance platform functionality and user experience.</p>
To communicate with you, including to send you information about our Services and events	<ul style="list-style-type: none"><li>• Identity and Contact Data</li></ul>	<ul style="list-style-type: none"><li>• Where necessary to perform a contract with you, such as processing</li></ul>

- Communication Information
- Technical Information

your contact information to send you a technical announcement about the Services.

- Your consent when we ask for it to process your personal data for a specific purpose that we communicate to you, such as processing your contact information to send you certain forms of marketing communications.

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To create and administer your Anthropic account

- Identity and Contact Data
- Payment Information
- Feedback

- Contract

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To facilitate payments for products and services provided by Anthropic

- Identity and Contact Data
- Payment Information

- Contract
-

To prevent and investigate fraud, abuse, and violations of our [Usage Policy](#), unlawful or criminal activity, unauthorized access to or use of personal data or Anthropic systems and networks, to protect our rights and the rights of others, and to meet legal, governmental and institutional policy obligations

- Identity and Contact Data
- Payment Information
- Inputs and Outputs
- Technical Information

- Legitimate interests
- Legal obligation

It is our legitimate interest to protect our business, employees and users from illegal activities, inappropriate behavior or violations of terms that would be detrimental. We also have a duty to cooperate with authorities.

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To investigate and resolve disputes

- Identity and Contact Data
- Inputs and Outputs
- Feedback

- Legitimate interests
- Legal obligation

It is our legitimate interest to fully understand and make reasonable efforts to resolve customer complaints in order to improve user satisfaction. We also have a legal obligation in some cases.

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To investigate and resolve security issues

- Identity and Contact Data
- Feedback
- Technical Information

- Legal obligation
- Legitimate interests

It is our legitimate interest to protect user data and our systems from intrusion or compromise through monitoring and swift response.

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	<ul style="list-style-type: none"> <li>Inputs and Outputs</li> </ul>	<p>We also have a legal obligation to provide adequate security safeguards.</p>
<p>To debug and to identify and repair errors that impair existing functionality</p>	<ul style="list-style-type: none"> <li>Identity and Contact Data</li> <li>Feedback</li> <li>Technical Information</li> </ul>	<ul style="list-style-type: none"> <li>Legitimate interests</li> </ul> <p>It is our legitimate interest to maintain continuous functioning of our services and rapid correction of problems to ensure a positive user experience that encourages engagement.</p>
<p>To improve the Services and conduct research (excluding model training)</p>	<ul style="list-style-type: none"> <li>Identity and Contact Data</li> <li>Feedback</li> <li>Technical Information</li> <li>Inputs and Outputs</li> </ul>	<ul style="list-style-type: none"> <li>Legitimate interests</li> </ul> <p>It is our legitimate interest and in the interest of Anthropic users to evaluate the use of the Services and adoption of new features to inform the development of future features and improve direction and development of the Services.</p>
<p>To improve the Services and conduct research (including model training). See our <a href="#">Notice on Model Training</a> for more details on the data used to train our models.</p>	<ul style="list-style-type: none"> <li>Feedback (which may include Inputs and Outputs)</li> </ul>	<ul style="list-style-type: none"> <li>Consent (when users submit Feedback)</li> </ul>

- Inputs and Outputs flagged for Trust & Safety review
  - Data provided through the Development Partner Program
  - Legitimate interests (for trust and safety purposes)
- It is our legitimate interest and in the interest of Anthropic users to evaluate the use of the Services and adoption of new features to inform the development of future features and improve direction and development of the Services.

To enforce our Terms of Service and similar terms and agreements, including our Usage Policy.

- Identity and Contact Data
  - Inputs and Outputs
  - Technical Information
  - Contract
  - Legitimate interests
- In certain circumstances outside of the performance of our contract with you, we may rely on legitimate interests. It is our legitimate interest to enforce the rules and policies governing use of our services, to maintain intended functionality and value for users. We aim to provide a safe, useful platform.

Use of personal data

## 11. Supplemental Disclosures for Residents of Canada

These supplemental disclosures contain additional information relevant to residents of Canada. This content should be read in conjunction with the rest of our Privacy Policy. In case of conflict

between our Privacy Policy and these supplemental disclosures, the supplemental disclosures shall prevail in relation to residents of Canada.

**Consent.** By expressly consenting to this Privacy Policy, you confirm you have read, understand, and consent to the collection, use, processing, and disclosure of your personal data in accordance with this Privacy Policy and understand that, in jurisdictions where it is available, Anthropic also relies on other lawful bases for the foregoing as more fully set out in this policy. We will only collect, use and disclose your personal data with your consent, unless otherwise permitted or required by law. Your consent may be given expressly or implied, depending on the circumstances and the sensitivity of the information involved. You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice.

**Cross-jurisdictional Transfers.** By providing us with personal data, you acknowledge and agree that your personal data may be transferred or disclosed to other jurisdictions for processing and storage outside of Canada, including to the United States and the countries listed on our [Subprocessor List](#), where laws regarding the protection of personal data may be less stringent than the laws in your jurisdiction. Furthermore, we may disclose your personal data in these jurisdictions in response to legal processes or where we believe in good faith that disclosure is required or permitted by law.

**Contact.** If you have any questions or comments about our processing of your personal data, or to exercise your rights as outlined in Section 4. (“Rights and Choices”), please contact us at [privacy@anthropic.com](mailto:privacy@anthropic.com).

## **12. Supplemental Disclosures for Residents of Brazil**

These supplemental disclosures contain additional information relevant to residents of Brazil. This content should be read in conjunction with the rest of our Privacy Policy. In case of conflict between our Privacy Policy and these supplemental disclosures, the supplemental disclosures shall prevail in relation to residents of Brazil.

Legal Bases. Depending on the specific purpose of the processing, we may rely on different grounds than those listed under section 2, where permitted by and in accordance with the Brazilian General Data Protection Law (LGPD). For example, we may rely on the "exercise of legal rights" basis to process personal data associated with customer complaints and to enforce our Terms of Service and similar terms and agreements, including our Usage Policy.

Data Subject's Rights. LGPD grants certain rights regarding your personal data, which differ from the ones listed under section 4. We will respond to your requests to exercise your rights below in accordance with applicable law:

- Confirmation of whether your data is being processed. You have the right to receive a confirmation on whether Anthropic processes your data. Access to your data. You have the right to know what personal data Anthropic processes about you.
- Correction of incomplete, inaccurate or outdated data. You have the right to request the correction of your data that is incomplete, inaccurate, or outdated.
- Anonymization, blocking or erasure of data. You have the right to request the anonymisation, blocking or erasure of data that is unnecessary, excessive or processed in non-compliance with the provisions of the law.
- Portability of personal data to a third party. You have the right to request portability of your data to a third-party, as long as this does not infringe on our trade secrets.
- Information of public and private entities with which we shared data. You have the right to request information of public and private entities with which we have shared your data.
- Information about the possibility to refuse to provide consent and the respective consequences, when applicable.

- Withdrawal of your consent. You have the right to withdraw your consent. This procedure will be carried out free of charge.
- Request a review of decisions made solely based on automated processing of personal data.

Please keep in mind that these rights are not absolute and may not apply in certain circumstances. For example, in certain cases we may continue to process and retain data regardless of your request for deletion, objection, blocking or anonymisation, in order to comply with legal, contractual and regulatory obligations, safeguard and exercise rights, including in judicial, administrative and arbitration proceedings and in other cases provided for by law.

International Data Transfers. You acknowledge that Anthropic is a company based and headquartered in the United States. Any information we hold about you will be transferred to, used, processed, and stored in the United States and other countries and territories, which may not have data privacy or data protection laws equivalent to those in your country or territory. For the proper operation of the Services, Anthropic needs to carry out international transfers of personal data. In the case of Brazil, we will rely on standard contractual clauses (SCCs) for our data transfers where required and in instances where they are not covered by an adequacy decision. These SCCs have been approved by the Brazilian Data Protection Authority (ANPD), which is the "competent supervisory authority" for these transfers, as governed by Brazilian Data Protection Laws. You can view the SCCs adopted by the ANPD [here](#).

# Usage Policy

**Effective June 6, 2024**

Our Usage Policy (also referred to as our “Acceptable Use Policy” or “AUP”) applies to anyone who uses Anthropic’s products and services, and is intended to help our users stay safe and ensure our products and services are being used responsibly.

The Usage Policy is categorized according to who can use our products and for what purposes. We will update our policy as our technology and the associated risks evolve or as we learn about unanticipated risks from our users.

- **Universal Usage Standards:** Our Universal Usage Standards apply to all users including individuals, developers, and businesses.
- **High-Risk Use Case Requirements:** Our High-Risk Use Case Requirements apply to specific use cases that pose an elevated risk of harm.
- **Disclosure Requirements:** Our Disclosure Requirements apply to specific use cases where it is especially important for users to understand that they are interacting with an AI system.

Anthropic’s Trust and Safety Team will implement detections and monitoring to enforce our Usage Policies so please review these policies carefully before using our products. If we learn that you have violated our Usage Policy, we may throttle, suspend, or terminate your access to our products and services. If you discover that our model outputs are inaccurate, biased or harmful, please notify us at [usersafety@anthropic.com](mailto:usersafety@anthropic.com) or report it directly in the product through the “report issues” thumbs down button. You can read more about our Trust and Safety practices and recommendations in our [T&S Support Center](#).

This Usage Policy is calibrated to strike an optimal balance between enabling beneficial uses and mitigating potential harms. Anthropic may enter into contracts with certain governmental customers that tailor use restrictions to that customer’s public mission and legal authorities if, in Anthropic’s judgment, the contractual use restrictions and applicable safeguards are adequate to mitigate the potential harms addressed by this Usage Policy.

## Universal Usage Standards

### Do Not Compromise Children’s Safety

This includes using our products or services to:

- Create, distribute, or promote child sexual abuse material. We strictly prohibit and will report to relevant authorities and organizations where appropriate any content that exploits or abuses minors
- Facilitate the trafficking, sextortion, or any other form of exploitation of a minor
- Facilitate minor grooming, including generating content designed to impersonate a minor
- Facilitate or depict child abuse of any form, including instructions for how to conceal abuse
- Promote or facilitate pedophilic relationships, including via roleplay with the model
- Fetishize minors

#### Do Not Compromise Critical Infrastructure

This includes using our products or services to:

- Facilitate the destruction or disruption of critical infrastructure such as power grids, water treatment facilities, telecommunication networks, or air traffic control systems
- Obtain unauthorized access to critical systems such as voting machines, healthcare databases, and financial markets
- Interfere with the operation of military bases and related infrastructure

#### Do Not Incite Violence or Hateful Behavior

This includes using our products or services to:

- Incite, facilitate, or promote violent extremism, terrorism, or hateful behavior
- Depict support for organizations or individuals associated with violent extremism, terrorism, or hateful behavior
- Facilitate or promote any act of violence or intimidation targeting individuals, groups, animals, or property
- Promote discriminatory practices or behaviors against individuals or groups on the basis of one or more protected attributes such as race, ethnicity, religion, nationality, gender, sexual orientation, or any other identifying trait

#### Do Not Compromise Someone's Privacy or Identity

This includes using our products or services to:

- Compromise security or gain unauthorized access to computer systems or networks, including spoofing and social engineering
- Violate the security, integrity, or availability of any user, network, computer, device, or communications system, software application, or network or computing device
- Violate any person's privacy rights as defined by applicable privacy laws, such as sharing personal information without consent, accessing private data unlawfully, or violating any relevant privacy regulations
- Misuse, collect, solicit, or gain access to private information without permission such as non-public contact details, health data, biometric or neural data (including facial recognition), or confidential or proprietary data
- Impersonate a human by presenting results as human-generated, or using results in a manner intended to convince a natural person that they are communicating with a natural person when they are not

Do Not Create or Facilitate the Exchange of Illegal or Highly Regulated Weapons or Goods

This includes using our products or services to:

- Produce, modify, design, market, or distribute weapons, explosives, dangerous materials or other systems designed to cause harm to or loss of human life
- Engage in or facilitate any illegal activity, such as the use, acquisition, or exchange of illegal and controlled substances, or the facilitation of human trafficking and prostitution

Do Not Create Psychologically or Emotionally Harmful Content

This includes using our products or services to:

- Facilitate or conceal any form of self-harm, including disordered eating and unhealthy or compulsive exercise
- Engage in behaviors that promote unhealthy or unattainable body image or beauty standards, such as using the model to critique anyone's body shape or size
- Shame, humiliate, intimidate, bully, harass, or celebrate the suffering of individuals
- Coordinate the harassment or intimidation of an individual or group
- Generate content depicting sexual violence

- Generate content depicting animal cruelty or abuse
- Generate violent or gory content that is inspired by real acts of violence
- Promote, trivialize, or depict graphic violence or gratuitous gore
- Develop a product, or support an existing service that facilitates deceptive techniques with the intent of causing emotional harm

#### Do Not Spread Misinformation

This includes the usage of our products or services to:

- Create and disseminate deceptive or misleading information about a group, entity or person
- Create and disseminate deceptive or misleading information about laws, regulations, procedures, practices, standards established by an institution, entity or governing body
- Create and disseminate deceptive or misleading information with the intention of targeting specific groups or persons with the misleading content
- Create and advance conspiratorial narratives meant to target a specific group, individual or entity
- Impersonate real entities or create fake personas to falsely attribute content or mislead others about its origin without consent or legal right
- Provide false or misleading information related to medical, health or science issues

#### Do Not Create Political Campaigns or Interfere in Elections

This includes the usage of our products or services to:

- Promote or advocate for a particular political candidate, party, issue or position. This includes soliciting votes, financial contributions, or public support for a political entity
- Engage in political lobbying to actively influence the decisions of government officials, legislators, or regulatory agencies on legislative, regulatory, or policy matters. This includes advocacy or direct communication with officials or campaigns to sway public opinion on specific legislation or policies

- Engage in campaigns, including political campaigns, that promote false or misleading information to discredit or undermine individuals, groups, entities or institutions
- Incite, glorify or facilitate the disruption of electoral or civic processes, such as targeting voting machines, or obstructing the counting or certification of votes
- Generate false or misleading information on election laws, procedures and security, candidate information, how to participate, or discouraging participation in an election

Do Not Use for Criminal Justice, Law Enforcement, Censorship or Surveillance Purposes

This includes the usage of our products or services to:

- Make determinations on criminal justice applications, including making decisions about or determining eligibility for parole or sentencing
- Target or track a person's physical location, emotional state, or communication without their consent, including using our products for facial recognition, battlefield management applications or predictive policing
- Utilize Claude to assign scores or ratings to individuals based on an assessment of their trustworthiness or social behavior
- Build or support emotional recognition systems or techniques that are used to infer people's emotions
- Analyze or identify specific content to censor on behalf of a government organization
- Utilize Claude as part of any biometric categorization system for categorizing people based on their biometric data to infer their race, political opinions, trade union membership, religious or philosophical beliefs, sex life or sexual orientation
- Use the model for any official local, state or national law enforcement application. Except for the following permitted applications by law enforcement organizations:
  - Back office uses including internal training, call center support, document summarization, and accounting;
  - Analysis of data for the location of missing persons, including in human trafficking cases, and other related applications, provided that such

applications do not otherwise violate or impair the liberty, civil liberties, or human rights of natural persons

### Do Not Engage in Fraudulent, Abusive, or Predatory Practices

This includes using our products or services to:

- Facilitate the production, acquisition, or distribution of counterfeit or illicitly acquired goods
- Promote or facilitate the generation or distribution of spam
- Generate content for fraudulent activities, schemes, scams, phishing, or malware that can result in direct financial or psychological harm
- Generate content for the purposes of developing or promoting the sale or distribution of fraudulent or deceptive products
- Generate deceptive or misleading digital content such as fake reviews, comments, or media
- Engage in or facilitate multi-level marketing, pyramid schemes, or other deceptive business models that use high-pressure sales tactics or exploit participants
- Promote or facilitate payday loans, title loans, or other high-interest, short-term lending practices that exploit vulnerable individuals
- Engage in deceptive, abusive behaviors, practices, or campaigns that exploits people due to their age, disability or a specific social or economic situation
- Promote or facilitate the use of abusive or harassing debt collection practices
- Develop a product, or support an existing service that deploys subliminal, manipulative, or deceptive techniques to distort behavior by impairing decision-making
- Plagiarize or engage in academic dishonesty

### Do Not Abuse our Platform

This includes using our products or services to:

- Coordinate malicious activity across multiple accounts such as creating multiple accounts to avoid detection or circumvent product guardrails or generating identical or similar prompts that otherwise violate our Usage Policy
- Utilize automation in account creation or to engage in spammy behavior

- Circumvent a ban through the use of a different account, such as the creation of a new account, use of an existing account, or providing access to a person or entity that was previously banned
- Facilitate or provide account access to Claude to persons or entities who are located in unsupported locations
- Intentionally bypass capabilities or restrictions established within our products for the purposes of instructing the model to produce harmful outputs (e.g., jailbreaking or prompt injection) without an authorized use-case approved by Anthropic
- Unauthorized utilization of prompts and completions to train an AI model (e.g., “model scraping”)

### Do Not Generate Sexually Explicit Content

This includes the usage of our products or services to:

- Depict or request sexual intercourse or sex acts
- Generate content related to sexual fetishes or fantasies
- Facilitate, promote, or depict incest or bestiality
- Engage in erotic chats

### High-Risk Use Case Requirements

Some integrations (meaning use cases involving the use of our products and services) pose an elevated risk of harm because they influence domains that are vital to public welfare and social equity. “High-Risk Use Cases” include:

- Legal: Integrations related to legal interpretation, legal guidance, or decisions with legal implications
- Healthcare: Integrations affecting healthcare decisions, medical diagnosis, patient care, or medical guidance. Wellness advice (e.g., advice on sleep, stress, nutrition, exercise, etc.) does not fall under this category
- Insurance: Integrations related to health, life, property, disability, or other types of insurance underwriting, claims processing, or coverage decisions
- Finance: Integrations related to financial decisions, including investment advice, loan approvals, and determining financial eligibility or creditworthiness

- **Employment and housing:** Integrations related to decisions about the employability of individuals, resume screening, hiring tools, or other employment determinations or decisions regarding eligibility for housing, including leases and home loans
- **Academic testing, accreditation and admissions:** Integrations related to standardized testing companies that administer school admissions (including evaluating, scoring or ranking prospective students), language proficiency, or professional certification exams; agencies that evaluate and certify educational institutions.
- **Media or professional journalistic content:** Integrations related to using our products or services to automatically generate content and publish it for external consumption

If your integration is listed above, we require that you implement the additional safety measures listed below:

- **Human-in-the-loop:** when using our products or services to provide advice, recommendations, or subjective decisions that directly impact individuals in high-risk domains, a qualified professional in that field must review the content or decision prior to dissemination or finalization. This requirement applies specifically to content or decisions that are provided to consumers or the general public, or decisions made about an individual. Your business is responsible for the accuracy and appropriateness of that information. For other types of content generation or interactions with users that do not involve direct advice, recommendations, or subjective decisions, human review is strongly encouraged but not mandatory.
- **Disclosure:** you must disclose to your customers or end users that you are using our services to help inform your decisions or recommendations.

### Disclosure Requirements

Finally, the below use cases – regardless of whether they are High Risk Use Cases – must disclose to their users that they are interacting with an AI system rather than a human:

- All customer-facing chatbots including any external-facing or interactive AI agent
- Products serving minors: Organizations providing minors with the ability to directly interact with products that incorporate our API(s). Note: These organizations must also comply with the additional guidelines outlined in our [Help Center article](#)