

AI erasure request evidence map

DPOs, privacy operations and AI workspace administrators

[Read the complete guide on aona.ai](#)

Treat an erasure request as a decision across records, not one delete button. Establish the requester's rights and applicable exceptions, locate relevant copies, instruct the right service owners and document what was deleted or retained. Deleting a ChatGPT conversation does not necessarily remove other stored material.

An invented requester's information appears in a support record and several AI-related copies. Each row identifies a distinct action and the evidence needed.

Synthetic request ERASURE-TEST-01. No live data has been searched, deleted, retained under a legal hold or sent to a provider.

Your review

Reviewer: _____ Date: _____

Organisation or team: _____

☐ Map all relevant copies

Use the actual account, surface, feature and saved locations rather than assuming one conversation contains everything.

☐ Separate legal and technical status

Record the erasure decision, any justified exception and whether the action is requested, completed or scheduled.

☐ Reconcile before replying

Check recipient communications, provider responses and the Article 12 response timeline.

Checked items record your review, not a compliance approval or an installed-product test result.

Notes and next actions

Decision and scope: _____

Evidence to collect: _____

Owner and next review date: _____

Review matrix

Location	Action to assess	Evidence and owner
Original support record	Apply the organisation's Article 17 decision to the source record.	Privacy decision and source-system action record; support-system owner.

Location	Action to assess	Evidence and owner
ChatGPT conversation	Use the applicable conversation deletion control if erasure is required.	Correct account/conversation and action confirmation; workspace owner.
File saved to Library	Assess and remove the saved file separately where required.	File identity and confirmation; file/workspace owner.
Project file	Review the project file's own storage and deletion control.	File identity and actual action; authorised project user or administrator.
Saved memory	Review and remove the saved memory separately where required.	Memory identity and actual action; authorised workspace user or administrator.
Draft copied into a document	Assess this separate retained copy.	Document owner's confirmation and scope; collaboration-system owner.
Exported security evidence	Determine necessity, erasure or applicable retention exception.	Reasoned privacy/legal decision and access restriction; security record owner.
Request response	Reconcile confirmed actions and explained exceptions.	Clear response and case record; privacy operations.

Follow the copies

- **Source:** Customer record in its original system
- **AI:** Conversation, saved file, project or memory
- **Exports:** Documents and security evidence
- **Response:** Confirmed actions and explained exceptions

Example case record

Reference: ERASURE-TEST-01

Requester: fictional customer Example Person

Receipt date: not a real request

Legal assessment: illustrative only; no live Article 17 determination

Action status: not performed

Response: not sent

Practice response outline

Identify the request scope, explain the action actually taken, describe any justified retained records and reasons, and give the relevant rights information. Do not claim every copy was removed when confirmations cover only selected locations.

Sources and scope

Sources checked 2026-09-21. Review the current requirements and your actual agreement before using this workbook for a real decision. General information; no professional approval or installed-product result is represented. Aona does not execute erasure requests in third-party services or establish the controller's Article 17 decision. Its own records need a separate handling review.

[EU GDPR: Regulation \(EU\) 2016/679](#). Articles 5, 6, 9, 12, 17, 19, 28, 32, 35 and 36 establish the relevant processing, rights, processor and risk-assessment requirements.

[OpenAI: ChatGPT Work Cloud data handling and retention](#). Work Cloud conversations, Library files, project files, saved memories, connected content and exported compliance records have distinct retention/deletion behaviours; API ZDR is not a universal ChatGPT Work rule.