Privacy & Data

Does Gridinsoft Share or Sell Personal Data?

Gridinsoft does not sell personal data. Limited information may be processed when needed for payments, licensing, support, hosting, or legal obligations.

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Gridinsoft does not sell personal data. Limited information may be processed by service providers when it is necessary to deliver a feature you requested, complete a purchase, activate a license, operate secure infrastructure, or answer a support case. Those providers should use the data only for the stated service.

When information may be processed or disclosed

- **Payments:** a payment processor receives the contact, transaction, and billing details needed to complete an order and meet financial obligations.
- **Product operation:** licensing, activation, email delivery, hosting, and error-reporting providers may process limited technical or account identifiers.
- **Support you initiate:** a ticket may contain your email, diagnostic details, logs, URLs, or a sample you deliberately submit for analysis.
- **Legal and security duties:** information may be disclosed when required by law or needed to defend users, systems, or legal rights.

What the security app sends

Gridinsoft Anti-Malware does not automatically upload personal documents, keystrokes, or browsing history. Optional usage statistics can be disabled in the application settings. The separate guide to data sent by the app explains the diagnostic categories and user controls.

Share only what a case needs

Before attaching a log or screenshot, remove unrelated names, tokens, private URLs, and account details. Do not send passwords or payment-card numbers in a ticket. For a suspicious file, follow the requested upload method rather than placing it on a public service.

The complete rules, legal bases, retention principles, and contact details are maintained in the Gridinsoft Privacy Policy. That policy controls if a short Help Center answer and the legal notice ever differ.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com