Privacy & Data

How can I delete my data or logs?

Delete local reports and quarantine safely, distinguish exported diagnostics from submitted data, and request deletion of account-related data.

PUBLISHER
Gridinsoft Support

UPDATED
Jul 10, 2026

READ TIME
2 min

CONTENTS

In this guide

01 Remove local items

02 Data already sent to Support

03 Request account-data deletion

Local scan records, quarantined objects, exported diagnostics, and account information are different types of data. Delete only the item you intend to remove, because deleting a report or quarantine entry can make later troubleshooting or restoration impossible.

01 Remove local items

- **Quarantine:** open **Tools → Quarantine**, verify the selected objects, and remove only items you no longer need to restore or submit for analysis.
- **Exported reports:** delete files you previously saved from the scan result or logs screen using File Explorer, then empty the Recycle Bin if required.
- **Application records:** use the available log or retention controls in the app. Do not manually delete installation folders while the app is running.

02 Data already sent to Support

Deleting a local exported file does not delete a copy that you deliberately attached to a Support request. Reply to the existing ticket or open a request and identify the ticket, account email, and data concerned.

03 Request account-data deletion

Submit a privacy request from the email associated with the account so ownership can be verified. Do not send passwords, payment-card details, or a full license key. Some transaction or security records may need to be retained where required by law or to prevent fraud; Support will explain what applies to the request.

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