

[Troubleshooting & privacy](#)

Web Protection privacy, activity retention and diagnostics

Learn what DNS protection processes, how long block activity is kept, and how Android diagnostic controls differ by installation source.

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Web Protection processes domain lookups to provide DNS filtering. That requires sending the domain, DNS request type and device credential to Gridinsoft over HTTPS. The service also receives the connection IP address. Encrypted transport does not make the lookup anonymous to the resolver.

01 Protection activity

The service does not keep a complete DNS browsing history. Confirmed block activity supports the domain, reason, time and report shown in the app. Server-side domain details have a rolling seven-day retention window; daily statistics with hashed domain identifiers have a rolling thirty-day window. Routine cleanup removes expired records.

The phone keeps up to twenty recent confirmed block records, displayed for up to twenty-four hours, in encrypted storage. Account and device credentials use Android Keystore protection and are excluded from app backups. These block records are separate from technical diagnostics.

02 Website APK diagnostics

In supported website builds, **Settings → Help improve protection** controls automatic Firebase connection-event and crash reporting. Technical events describe connection and app lifecycle states. The app does not attach DNS queries, blocked domains, account details or tokens to these diagnostic events. Firebase can process app/device metadata and random installation or session identifiers.

Turning the switch off disables future collection by those diagnostic paths and requests deletion of unsent crash reports; it does not erase reports already received by the service. A separate **Protection diagnostics** screen previews the local technical journal: up to two hundred events over seven days. **Share...** opens Android's share sheet; you choose whether and where to send it. **Clear history** clears that local diagnostic history, not your account or server-side block activity.

03 Google Play diagnostics

The Play release uses Crashlytics for reliability reporting. The website build's automatic lifecycle Analytics switch and local diagnostic panel are not the same Play feature. Use the controls actually present in your installation.

04 Data deletion

Open **Settings → Privacy & data deletion** for the current product notice and deletion-request instructions. State whether you want Web Protection data removed or your whole Gridinsoft account deleted. Uninstalling removes local app data but does not itself request server deletion or cancel renewal. Read the [Web Protection privacy notice](#) for the governing details.

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](https://support.gridinsoft.com)