GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Privacy & Data

What data does the app send to Gridinsoft?

Understand required service communication, optional product statistics, and diagnostic information sent only when you choose to contact Gridinsoft Support.

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Gridinsoft Anti-Malware communicates with Gridinsoft services for licensing, updates, and security functions. Optional product statistics and support diagnostics are separate from the service data needed to operate the product.

01 Service communication

- License validation and account association.
- Threat List and application update requests.
- Technical information required to deliver the requested service, such as app and operating-system details and security logs.

02 Optional statistics

Anonymous scan statistics are sent for analysis only when the related option is enabled. Review the privacy or statistics controls in the app settings and keep the choice that matches your requirements. Changing optional statistics does not remove data you intentionally submit in a support ticket.

03 Information you choose to send

When you use **Get help**, **Let us know**, or a support ticket, the submission can include logs, detection details, URLs, and diagnostic files you attach. Review the selection first. Do not send passwords, unrelated personal documents, recovery phrases, or full payment-card details.

04 Privacy details and requests

Gridinsoft does not sell personal behavior profiles to advertisers. For the current data categories, retention periods, subprocessors, and access or deletion requests, use the Privacy Principles, How we use your data, and Privacy Policy.

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