FAQ

What information do you collect?

Understand the difference between service data, optional diagnostics, manual Support submissions, and information that should never be included.

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The information involved depends on the feature you use and the choices you make. Account and license operations, product updates, optional diagnostics, and a report deliberately sent to Support do not all contain the same data.

01 Data used to provide the service

The app and related services may process technical information needed for licensing, updates, security operation, reliability, and abuse prevention. This can include product and system details, event timing, license status, detection identifiers, and technical network information.

02 Optional diagnostics and Support reports

Optional statistics or diagnostics are controlled by the available privacy settings. A report you export or submit for troubleshooting can include file paths, hashes, detection details, app and Windows information, and relevant log events. Review an exported report before sharing it when filenames or paths are sensitive.

03 Share only what the case needs

Do not include passwords, authentication tokens, payment-card details, unrelated documents, or a full license key in a Support request. Send a malware sample only through a secure method requested by Support. For the current legal description and available choices, review Gridinsoft's linked privacy notices rather than relying on a fixed list in an old help article.

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