

# Privacy Policy Q&A;

## Frequently Asked Questions About Your Privacy

**Last Updated:** January 30, 2026

**Company:** WebShield, Bengaluru, India

**Contact:** support@webshield.com

## General Questions

### Q: What is WebShield's Privacy Policy?

WebShield's Privacy Policy explains how we collect, use, store, and protect your personal information when you use our web security platform and services. It covers data collection practices, user rights, security measures, and our commitment to protecting your privacy in compliance with GDPR, CCPA, and other data protection regulations.

### Q: When was the Privacy Policy last updated?

The Privacy Policy was last updated on January 30, 2026.

### Q: Who does this Privacy Policy apply to?

This Privacy Policy applies to all users of WebShield services, including visitors to our website, registered users, browser extension users, and API clients.

## Data Collection

### Q: What personal information does WebShield collect?

We collect:

- Registration data: Name, email address, and password (hashed with bcrypt)
- Account information: Profile details and preferences
- Usage data: URLs scanned, scan history, and feature usage
- Browser extension data: Browsing patterns for threat detection
- Technical data: IP addresses, browser type, device information, and cookies
- Communication data: Support inquiries and feedback

### Q: Why does WebShield collect my data?

We collect data to:

- Provide and improve our security services
- Detect and prevent cyber threats
- Personalize your experience
- Communicate important updates
- Analyze service usage and performance
- Comply with legal obligations

- Prevent fraud and abuse

#### **Q: Does WebShield collect data from the browser extension?**

Yes, our browser extension collects URLs you visit for real-time threat analysis. We only collect data necessary for security scanning and do not track your browsing for advertising purposes.

#### **Q: Does WebShield use cookies?**

Yes, we use essential cookies for authentication and session management, functional cookies for user preferences, and analytics cookies to understand usage patterns. You can manage cookie preferences in your browser settings.

## **Data Usage**

#### **Q: How does WebShield use my data?**

We use your data to:

- Scan URLs and websites for security threats
- Provide personalized security reports
- Send security alerts and notifications
- Improve our threat detection algorithms
- Analyze service performance and user behavior
- Provide customer support
- Comply with legal requirements

#### **Q: Does WebShield sell my personal data?**

No, WebShield does not sell your personal data to third parties. We only share data with trusted service providers necessary for our operations (like VirusTotal for threat intelligence).

#### **Q: Will WebShield use my data for marketing?**

We may send you service-related emails and security updates. You can opt out of promotional communications while still receiving essential service notifications.

## **Data Storage and Security**

#### **Q: How does WebShield protect my data?**

We implement comprehensive security measures:

- AES-256 encryption for data at rest
- TLS 1.3 encryption for data in transit
- Bcrypt password hashing with unique salts (cost factor: 12)
- Role-based access control (RBAC)
- 24/7 security monitoring
- Regular security audits and penetration testing
- Secure cloud infrastructure with redundancy

#### **Q: Where is my data stored?**

Your data is stored on secure cloud servers with enterprise-grade security and compliance certifications. We use geographically distributed backup storage for disaster recovery.

#### **Q: How long does WebShield keep my data?**

We retain data as follows:

- Account data: Until you delete your account or after 12 months of inactivity
- Scan history: 12 months from the scan date
- System logs: 90 days
- Deleted account data: Permanently deleted within 30 days
- Backup data: Retained for 90 days after deletion from primary systems

#### **Q: What happens to my data if I delete my account?**

When you delete your account, we permanently remove all your personal data within 30 days. Some anonymized data may be retained for analytics and legal compliance purposes.

## **Third-Party Services**

#### **Q: Does WebShield share my data with third parties?**

We share data only with essential service providers:

- VirusTotal API for threat intelligence and URL analysis
- Cloud infrastructure providers for hosting and storage
- Analytics services for service improvement
- Payment processors (if using paid features)

All third-party services are contractually bound to protect your data and use it only for specified purposes.

#### **Q: What is VirusTotal and why do you use it?**

VirusTotal is a leading cybersecurity platform that aggregates threat intelligence from multiple antivirus engines. We use their API to enhance our threat detection capabilities and provide more comprehensive security scanning.

## **User Rights (GDPR Compliance)**

#### **Q: What rights do I have regarding my data?**

Under GDPR and CCPA, you have the right to:

- Access your personal data
- Correct inaccurate data
- Delete your data (right to be forgotten)
- Export your data (data portability)
- Object to data processing
- Restrict data processing
- Withdraw consent at any time

#### **Q: How can I access my personal data?**

You can access and download your data through your account profile settings or by contacting us at support@webshield.com.

#### **Q: How can I delete my data?**

You can delete your account and data through your profile settings or by emailing support@webshield.com. We will process deletion requests within 30 days.

#### **Q: Can I export my data?**

Yes, you can export your scan history and account data in JSON or CSV format through the export feature in your dashboard.

#### **Q: How do I opt out of promotional emails?**

Click the "unsubscribe" link in any promotional email or update your communication preferences in your account settings.

## **International Data Transfers**

#### **Q: Does WebShield transfer data internationally?**

Yes, we may transfer data across borders to our cloud infrastructure and service providers. We ensure all international transfers comply with GDPR and use appropriate safeguards like Standard Contractual Clauses (SCCs).

#### **Q: Is my data protected during international transfers?**

Yes, we use encryption and legal frameworks like Standard Contractual Clauses to ensure your data remains protected during international transfers.

## **Children's Privacy**

#### **Q: Can children use WebShield?**

Users must be at least 13 years old to create an account. We do not knowingly collect personal information from children under 13. If you're under 18, we recommend obtaining parental consent before using our services.

#### **Q: What if WebShield discovers a child's data was collected?**

If we become aware that we've collected data from a child under 13, we will promptly delete it.

## **Data Breaches**

#### **Q: Will WebShield notify me in case of a data breach?**

Yes, we will notify affected users within 72 hours of discovering a data breach that may compromise their personal information, as required by GDPR and other regulations.

## **Q: How does WebShield prevent data breaches?**

We implement multiple layers of security including encryption, access controls, intrusion detection systems, 24/7 monitoring, regular security audits, and employee security training.

## **Contact and Complaints**

### **Q: How can I contact WebShield about privacy concerns?**

Email us at [support@webshield.com](mailto:support@webshield.com) with the subject line "Privacy Inquiry". Our privacy team will respond within 48 hours.

### **Q: Who is WebShield's Data Protection Officer?**

Currently, we do not have a designated Data Protection Officer as we are not required to under applicable regulations. Privacy inquiries should be directed to [support@webshield.com](mailto:support@webshield.com).

### **Q: Can I file a complaint about data handling?**

Yes, you can file a complaint with us at [support@webshield.com](mailto:support@webshield.com). You also have the right to lodge a complaint with your local data protection authority if you believe we've violated your privacy rights.

### **Q: What is WebShield's company information?**

Company Name: WebShield  
Location: Bengaluru, India  
Contact: [support@webshield.com](mailto:support@webshield.com)

## **Policy Updates**

### **Q: How will I know if the Privacy Policy changes?**

We will notify you of material changes via email and update the "Last Updated" date. Your continued use of our services after changes indicates acceptance of the updated policy.

### **Q: Can I review previous versions of the Privacy Policy?**

Yes, you can request previous versions by contacting [support@webshield.com](mailto:support@webshield.com).