

ESET Online Scanner

Product manual

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Technical Support: <https://support.eset.com>

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Overview

ESET Online Scanner is an easy-to-use tool free of charge that can run alongside any existing antivirus software. It supports regular and automatic monthly check for infections and suspicious applications.

What's new in 3.6?

- [Settings screen](#)
- Upgrade screen—The application verifies that ESET Online Scanner is up-to-date. If not, the option to upgrade ESET Online Scanner to the latest version is suggested.
- [Email Collection](#)

Getting started

1. Download ESET Online Scanner from the [ESET website](#) by clicking the **One-time scan** button.
2. Double-click the .exe file you downloaded to run the application.
3. Select product language.
4. Click **Get started** and confirm the **User access control** dialog of Windows.
5. In the **Terms of use** screen, click **Accept** if you agree to the Terms of use. After accepting the terms of use, the shortcut for ESET Online Scanner is created on the **Desktop**.
6. Click **Get started** in the welcome screen.
7. Select whether to join the [Customer Experience Improvement Program](#), and whether to enable the [feedback system](#). Click **Continue**.
8. Choose a [scan type](#).

Full Scan is an in-depth inspection of the entire computer. It can take up to several hours, depending on how much data is stored. A Full Scan helps you be sure there is no malware on your computer.

Quick Scan uses the same technology as Full Scan, but only focuses on the files where malware is likely to hide. It is useful when you need just a quick check of your computer.

Custom Scan allows you to choose specific file locations to scan as well as modify other scan settings.

9. Select whether to enable the detection of [potentially unwanted applications](#) (PUA) or to adjust [Advanced settings](#).
10. Click **Start scan**.
11. After the detection module updates are downloaded, the scan starts. Scan progress is shown via the progress bar along with the path and title of file being scanned. You can pause or cancel the scan at any

time.

12. When the scan is finished and threats have been detected, click **View detailed results**, or click **Save scan log** to review the scan results later. Click **Continue**.

13. If there has been no ESET security product detected on your machine, and your user account has administrator privileges, ESET Online Scanner will offer you to turn on [Periodic scan](#). Click **Continue**.

14. In the **Thank you for using ESET Online Scanner** screen you can rate the application and leave a feedback.

15. Click **Submit and close** if you rated the application and/or left a feedback, or click **Close without feedback**.

Welcome back to ESET Online Scanner

If you launch ESET Online Scanner another time, the **Welcome back to ESET Online Scanner** screen is displayed. It offers shortcuts to the following actions:

- [Periodic Scan settings](#)—enable/disable Periodic scan, and select a specific day and time to repeat the monthly scan
- Computer scan—select a scan type and then scan your system for malware
- [Quarantine](#)—view and manage safely stored detections found during the scan
- [Settings](#)—view ESET Online Scanner settings
- About ESET Online Scanner—view the product version, last detection modules update version and time, [End User License Agreement](#), [Privacy Policy](#) and more information about ESET.

Periodic scan

ESET Online Scanner version (EOS v3) offers another type of scan, which can periodically scan your computer for free. It is a quick check of parts of your system that are often infected. The scan starts automatically, and you will be notified about it.

The additional scan option is displayed if the following conditions have been met:

- EOS v3 has been launched by a user with administrator privileges
- there has been no ESET product detected on the scanned computer

To enable periodic scan, EOS v3 must be run as administrator. The feature can be turned on two ways:

I. After completing an [initial scan](#) of your system. The next screen will display the time the scan will run again and a link to change Periodic Scan schedule.

II. Running the [initial scan](#) you do not select **Delete application's data on closing**, and you [run ESET Online Scanner again](#).

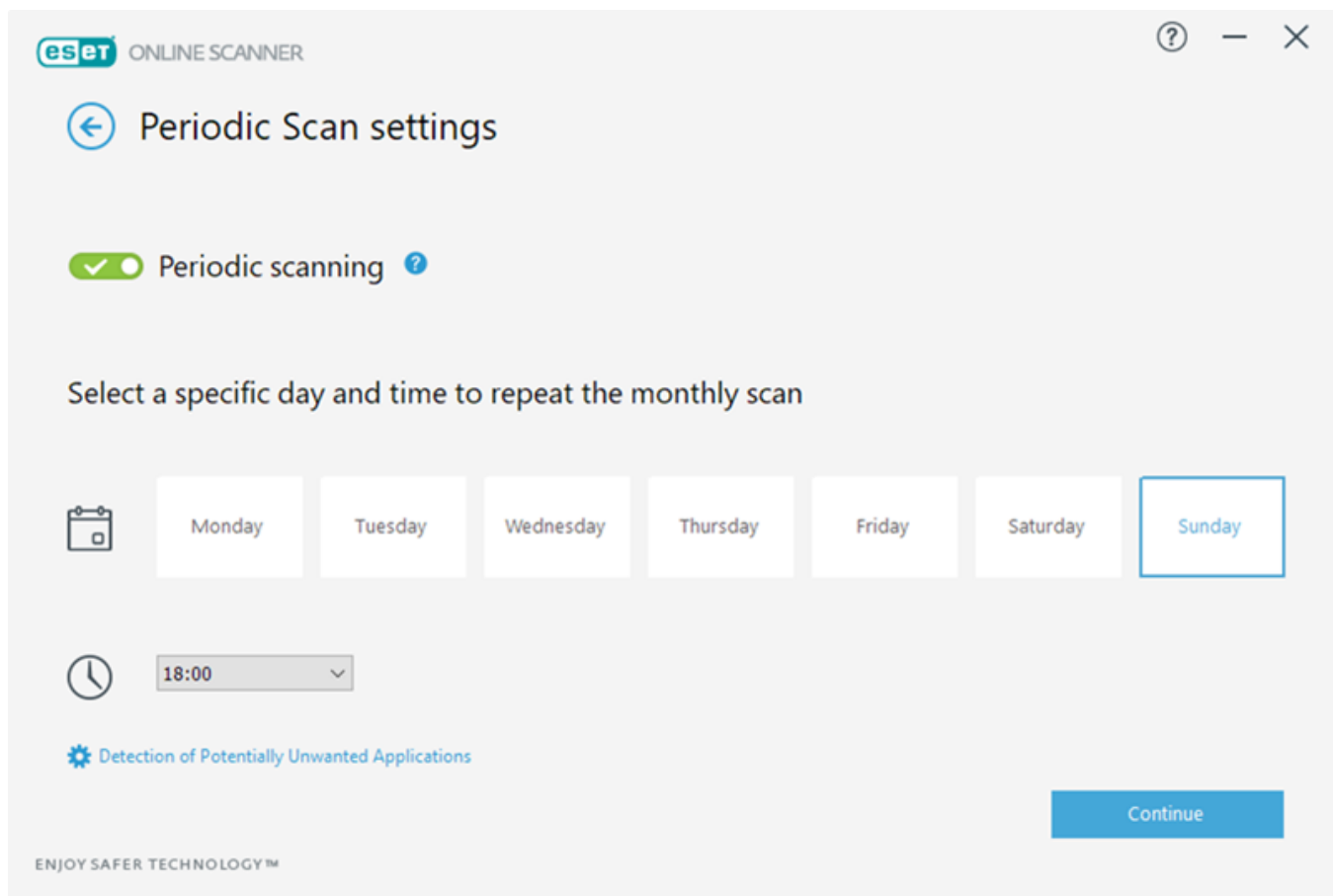
1. Once enabled, select a specific day and time to repeat the monthly scan.

2. Click [Detection of Potentially Unwanted Applications](#) (PUA) to enable or disable that setting or to open **Advanced settings** to toggle the following options:

- **Detect suspicious applications**
- **Detect potentially unsafe applications** ([Potentially unsafe applications](#))
- **Scan archives**

3. Click  to go back to **Periodic Scan settings**.

4. Click **Save**.



Quarantine

The main function of the Quarantine is to store infected files safely.

How to display quarantined files?

1. Complete an [initial scan](#).
2. If infected files are found, click **View detailed results > Restore cleaned files**.

To display Quarantine at a later time, rerun the application, and in the [Welcome back to ESET Online Scanner screen](#) click **About ESET Online Scanner > View quarantined files**.

Restore quarantined files

1. Display quarantined files.
2. Select the ones you want to restore and click **Restore files**.
3. Click **Restore**.

Settings

The user can set up settings:

- Product language—change the ESET Online Scanner language
- Data collection settings—update [Customer Experience Improvement Program](#) and [feedback system](#) settings
- Proxy server settings—set the appropriate proxy server settings
- Delete application data on closing—delete application data (for example, modules) to free up disk space. Note that the next scan could take longer to start because the modules must download again.

Email Settings

To receive scan results by email, provide an email address. To unsubscribe, click **Unsubscribe**, and your email address will be deleted from the email database.

Customer Experience Improvement Program

By joining the Customer Experience Improvement Program you provide ESET with anonymous information relating to the use of our products. More information on data processing is available in our Privacy Policy.

Your consent

Participation in the Program is voluntary and based on your consent. After joining in, the participation is passive, which means you don't need to take any further action. You may revoke your consent by changing the product settings at any time. Doing so will bar us from further processing of your anonymous data.

What types of information do we collect?

Data about interaction with the product

This information tells us more about how our products are used. Thanks to this we know, for example, which functionalities are used often, what settings users modify or how much time they spend using the product.

Data about devices

We collect this information to understand where and what devices our products are used on. Typical examples are device model, country, version and name of the operating system.

Error diagnostics data

Information about error and crash situations is also collected. For example, what error has occurred and which actions led to it.

Why do we collect this information?

This anonymous information lets us improve our products for you, our user. It helps us to make them the most relevant, easy-to-use and faultless as possible.

Who controls this information?

ESET, spol. s r.o. is the sole controller of data collected in the Program. This information is not shared with third parties.

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Effective as of October 19, 2021.

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- Data Sharing and Confidentiality,
- Data Security,
- Your Rights as a Data Subject,
- Processing of Your Personal Data
- Contact Information.

Legal Basis of Personal Data Processing

There are a few legal bases for data processing which We use according to the applicable legislative framework related to protection of personal data. The processing of personal data at ESET is mainly necessary for the performance of the [End User License Agreement](#) ("EULA") with End User (Art. 6 (1) (b) GDPR), which is applicable for the provision of ESET products or services, unless explicitly stated otherwise, e.g.:

- Legitimate interest legal basis (Art. 6 (1) (f) GDPR), that enables us to process data on how our customers use our Services and their satisfaction to provide our users with the best protection, support and experience We can offer. Even marketing is recognized by applicable legislation as a legitimate interest, therefore We usually rely on it for marketing communication with our customers.
- Consent (Art. 6 (1) (a) GDPR), which We may request from You in specific situations when we deem this legal basis as the most suitable one or if it is required by law.
- Compliance with a legal obligation (Art. 6 (1) (c) GDPR), e.g. stipulating requirements for electronic communication, retention for invoicing or billing documents.

Data Sharing and Confidentiality

We do not share your data with third parties. However, ESET is a company that operates globally through affiliated companies or partners as part of our sales, service and support network. Licensing, billing and technical support information processed by ESET may be transferred to and from affiliates or partners for the purpose of fulfilling the EULA, such as providing services or support.

ESET prefers to process its data in the European Union (EU). However, depending on your location (use of our products and/or services outside the EU) and/or the service you choose, it may be necessary to transfer your data to a country outside the EU. For example, we use third-party services in connection with cloud computing. In these cases, we carefully select our service providers and ensure an appropriate level of data protection through

contractual as well as technical and organizational measures. As a rule, we agree on the EU standard contractual clauses, if necessary, with supplementary contractual regulations.

For some countries outside the EU, such as the United Kingdom and Switzerland, the EU has already determined a comparable level of data protection. Due to the comparable level of data protection, the transfer of data to these countries does not require any special authorization or agreement.

Data Security

ESET implements appropriate technical and organizational measures to ensure a level of security which is appropriate to potential risks. We are doing our best to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services. However, in case of data breach resulting in a risk to your rights and freedoms, We are ready to notify the relevant supervisory authority as well as affected End Users as data subjects.

Data Subject's Rights

The rights of every End User matter and We would like to inform you that all End Users (from any EU or any non-EU country) have the following rights guaranteed at ESET. To exercise your data subject's rights, you can contact us via support form or by e-mail at dpo@eset.sk. For identification purposes, we ask you for the following information: Name, e-mail address and - if available - license key or customer number and company affiliation. Please refrain from sending us any other personal data, such as the date of birth. We would like to point out that to be able to process your request, as well as for identification purposes, we will process your personal data.

Right to Withdraw the Consent. Right to withdraw the consent is applicable in case of processing based on consent only. If We process your personal data on the basis of your consent, you have the right to withdraw the consent at any time without giving reasons. The withdrawal of your consent is only effective for the future and does not affect the legality of the data processed before the withdrawal.

Right to Object. Right to object the processing is applicable in case of processing based on the legitimate interest of ESET or third party. If We process your personal data to protect a legitimate interest, You as the data subject have the right to object to the legitimate interest named by us and the processing of your personal data at any time. Your objection is only effective for the future and does not affect the lawfulness of the data processed before the objection. If we process your personal data for direct marketing purposes, it is not necessary to give reasons for your objection. This also applies to profiling, insofar as it is connected with such direct marketing. In all other cases, we ask you to briefly inform us about your complaints against the legitimate interest of ESET to process your personal data.

Please note that in some cases, despite your consent withdrawal, we are entitled to further process your personal data on the basis of another legal basis, for example, for the performance of a contract.

Right of Access. As a data subject, you have the right to obtain information about your data stored by ESET free of charge at any time.

Right to Rectification. If we inadvertently process incorrect personal data about you, you have the right to have this corrected.

Right to Erasure and Right to Restriction of Processing. As a data subject, you have the right to request the deletion or restriction of the processing of your personal data. If we process your personal data, for example, with your consent, you withdraw it and there is no other legal basis, for example, a contract, We delete your personal data immediately. Your personal data will also be deleted as soon as they are no longer required for the purposes stated for them at the end of our retention period.

If we use your personal data for the sole purpose of direct marketing and you have revoked your consent or objected to the underlying legitimate interest of ESET, We will restrict the processing of your personal data to the extent that we include your contact data in our internal black list in order to avoid unsolicited contact. Otherwise, your personal data will be deleted.

Please note that We may be required to store your data until the expiry of the retention obligations and periods issued by the legislator or supervisory authorities. Retention obligations and periods may also result from the Slovak legislation. Thereafter, the corresponding data will be routinely deleted.

Right to Data Portability. We are happy to provide You, as a data subject, with the personal data processed by ESET in the xls format.

Right to Lodge a Complaint. As a data subject, You have a right to lodge a complaint with a supervisory authority at any time. ESET is subject to the regulation of Slovak laws and We are bound by data protection legislation as part of the European Union. The relevant data supervisory authority is The Office for Personal Data Protection of the Slovak Republic, located at Hraničná 12, 82007 Bratislava 27, Slovak Republic.

Processing of Your Personal Data

Services provided by ESET implemented in our product are provided under the terms of [EULA](#), but some of them might require specific attention. We would like to provide You with more details on data collection connected with the provision of our services. We render various services described in the EULA and the product [documentation](#), such as update/upgrade service, ESET LiveGrid®, protection against misuse of data, support, etc. To make it all work, We need to collect the following information:

Licensing and Billing Data. The name, e-mail address, license key and (if applicable) address, company affiliation and payment data are collected and processed by ESET in order to facilitate the activation of license, license key delivery, reminders on expiration, support requests, license genuineness verification, provision of our service and other notifications including marketing messages in line with applicable legislation or Your consent. ESET is legally obliged to keep the billing information for the period of 10 years, however the licensing information will be anonymized no later than 12 months after the expiration of license.

Update and Other Statistics. The processed information includes information concerning installation process and your computer including platform on which our product is installed and information about the operations and functionality of our products such as operation system, hardware information, installation IDs, license IDs, IP address, MAC address, configuration settings of product are processed for the purpose of provision update and upgrade services and for the purpose of maintenance, security and improvement of our backend infrastructure.

This information is kept apart from the identification information required for the licensing and billing purposes since it does not require the identification of End User. The retention period is up to 4 years.

ESET LiveGrid® Reputation System. One-way hashes related to infiltration are processed for the purpose of ESET LiveGrid® Reputation System which improves the efficiency of our anti-malware solutions by comparing scanned files to a database of whitelisted and blacklisted items in the cloud. The End User is not identified during this process.

ESET LiveGrid® Feedback System. Suspicious samples and metadata from the wild are collected as part of ESET LiveGrid® Feedback System which enables ESET to react immediately to needs of our end users and keep us responsive to the latest threats providing. We are dependent on You sending us

- Infiltrations such as potential samples of viruses and other malicious programs and suspicious; problematic, potentially unwanted or potentially unsafe objects such as executable files, email messages reported by You as

spam or flagged by our product;

- Information concerning the use of internet such as IP address and geographic information, IP packets, URLs and ethernet frames;
- Crash dump files and information contained.

We do not desire to collect your data outside of this scope but sometimes it is impossible to prevent it. Accidentally collected data may be included in malware itself (collected without our knowledge or approval) or as part of filenames or URLs and We do not intend it to form part of our systems or process it for the purpose declared in this Privacy Policy.

All information obtained and processed through the ESET LiveGrid® Feedback System are meant to be used without the identification of End User.

Customer Experience Improvement Program. If You chose to activate [Customer Experience Improvement Program](#) , the anonymous telemetry information relating to the use of Our products will be collected and used, based on Your consent.

Scan Report Email Delivery. If you choose to receive the scan reports via email, Your email address will be used for this purpose. You can unsubscribe at any time.

Technical Support. The contact and licensing information and data contained in your support requests may be required for service of support. Based on the channel You choose to contact us, We may collect your email address, phone number, license information, product details and description of your support case. You may be asked to provide us with other information to facilitate service of support. The data processed for technical support is stored for 4 years.

Please note that if the person using our products and services is not the End User who has purchased the product or service and concluded the EULA with Us, (e.g. an employee of the End User, a family member or a person otherwise authorized to use the product or service by the End User in compliance with EULA, the processing of the data is carried out in the legitimate interest of ESET within the meaning of Art. 6 (1) f) GDPR to enable the user authorized by End User to use the products and services provided by Us in accordance with EULA.

Contact Information

If You would like to exercise your right as a data subject or You have a question or concern, send us a message at:

ESET, spol. s r.o.
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Slovak Republic
dpo@eset.sk