

ESET VPN

User guide

[Click here to display the online version of this document](#)

Copyright ©2024 by ESET, spol. s r.o.

ESET VPN was developed by ESET, spol. s r.o.

For more information visit <https://www.eset.com>.

All rights reserved. No part of this documentation may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise without permission in writing from the author.

ESET, spol. s r.o. reserves the right to change any of the described application software without prior notice.

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

REV. 5/2/2024

1 ESET VPN	1
1.1 System requirements	1
2 Installation	1
3 Product activation	3
4 Working with ESET VPN	3
4.1 No logs policy	4
4.2 Locations	4
4.3 Connection	4
4.4 Setup	6
4.4 Advanced setup	6
4.5 Help and Support	8
5 Product deactivation	8
6 Uninstallation	8
6.1 End User License Agreement	9
6.2 Privacy Policy	15

ESET VPN

ESET VPN (Virtual Private Network) feature is part of the [ESET HOME Security Ultimate and ESET Small Business Security tiers](#). VPN allows users to establish a private network connection when using public and private networks. When you connect to a location in the VPN app, your device is assigned a new IP address and your online traffic becomes secured and encrypted. This makes it more difficult for third parties to track your activities online and steal data. Encryption occurs in real-time, making it difficult for third parties to track your online activity.



Due to local legislative and sales barriers, ESET HOME Security Ultimate and ESET Small Business Security tiers are only available in some countries:

- For ESET HOME Security Ultimate tier availability, see [the Knowledgebase article](#).
- For ESET Small Business Security tier availability, see [the Knowledgebase article](#).

Benefits and features provided by ESET VPN

- Prevention from stealing your data while using public Wi-Fi
- Unlimited bandwidth
- Proxy settings
- Split tunneling
- Mac spoofing

System requirements

For ESET VPN to function properly, your system should meet the following hardware and software requirements:

Operating Systems

- Microsoft® Windows® 10 v1809 and later
Supported processors: x64, ARM 64
- macOS Big Sur (v11) and later
Supported processors: x64, ARM M1, M2, M3
- Android 5.1 (Lollipop) and later
- iOS 11.0 and later

Installation

There are four ways to install ESET VPN:

- **Google Play Store**—Open the Google Play Store app on your Android device and search for ESET VPN:



- **App Store**—Open the App Store app on your iOS device and search for ESET VPN:



- **From the email received by ESET**—When someone wants you to activate the VPN feature, you receive a mail with the download link and activation code. Open the email, click **Download**, and [activate the VPN](#).
- **From ESET HOME**—In your ESET HOME account, download the ESET VPN installer or send the installer to another device. To download the ESET VPN on your/your family or friend's device, follow the instructions below:

i Visit our [Knowledgebase article](#) for visual instructions on assigning the VPN feature to you or someone else via user profile in the [ESET HOME](#).

1. [Log in](#) to your ESET HOME account.
2. In the menu, click **Security features**.
3. Click the **VPN** feature.
4. Choose the subscription for the VPN feature, and click **Continue**.

i If you have no suitable subscription for the VPN feature, click **Manage subscriptions**, and you will be redirected to the **Subscriptions** section.

5. Choose who you want to protect from among the profiles or [Add new person](#), and click **Continue**.
6. Choose the number of devices you want to protect and click **Send instructions**.
7. Instructions for VPN activation will be sent to your or someone else's email address. If you activate the VPN feature for someone else, Click **Got it**, and the VPN status "**Setup instructions sent to email.**" displays under the user profile.

i If you activate the VPN feature for yourself, click the **Download** button, choose your device's operating system, and click **Download VPN**.

Windows on ARM

Offline installer is available for [Windows 10](#) users with **ARM CPU**. To determine, if you have an ARM CPU:



1. Press the **Windows key + Q** on your keyboard.
2. Type **About your PC**.
3. Your system type is displayed in the **Device specifications > System type**.


8. In the received email, click the **Download VPN** button.
9. Install the VPN app and [activate the ESET VPN](#).

 Visit our [Knowledgebase article](#) for visual instructions to install the ESET VPN on your device.

Product activation

After successful ESET VPN installation, follow the steps below to activate the ESET VPN:

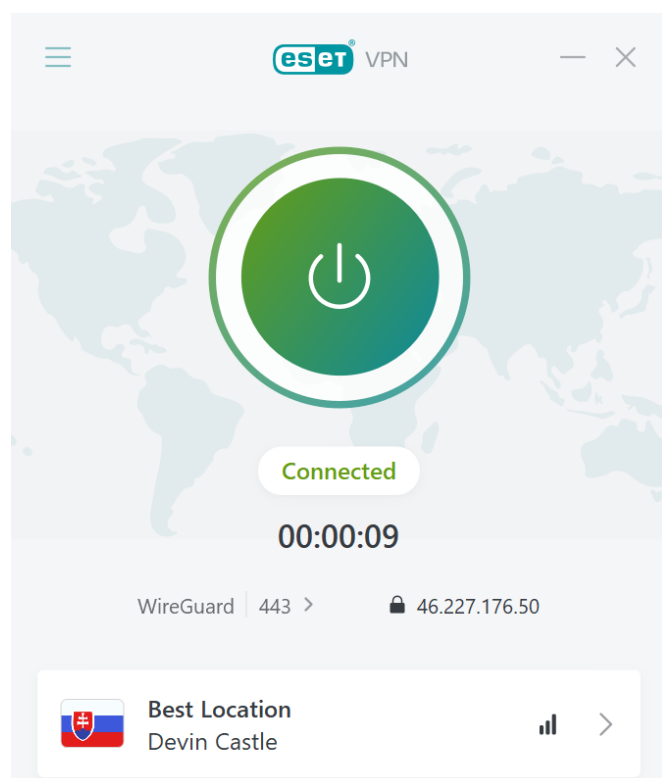
1. In the Installation Wizard, by clicking **Continue**, you accept the [End User License Agreement](#) and acknowledge the [Privacy Policy](#).
2. Enter the single-use, 10-character code you received in a product activation email from ESET.

 Each VPN **Activation code** is valid for 24 hours and can only be used on one device.

3. Click **Activate**, and [start using the ESET VPN app](#).

Working with ESET VPN

After product activation, press the ON/OFF button to connect the ESET VPN. Your virtual IP address, location, and communication protocol are displayed on the main program window.



Main menu options:

- [Connection](#)
- [Setup](#)
- [Help and Support](#)

No logs policy

ESET VPN does not store any logs that can identify users. ESET VPN does not keep connection logs, IP timestamps, session logs, or monitor users' activity.

The following data is not stored:


- The historical record of VPN sessions
- Source IP
- Sites you visited

The following is stored in the server's memory for the duration of the user's connection. This data is immediately discarded when the user disconnects:

- Anonymous identifier
- Time of connection
- Amount of data transferred

The following data is stored in a central location:

- Number of parallel connections at any given time to prevent rampant abuse and account sharing.
- A counter is incremented that stores total number of bytes downloaded/uploaded in 30 days.

 Anything that is not mentioned above is not stored.

Locations

You can change your location anytime from the main program window. Click the currently chosen location and change it to another one.

Locations are divided into two groups:

- **All**—All available locations you can choose from. Use the **Search** field to find the location faster.
- **Favorites**—Group with all locations you marked with a heart sign in the **All** group.

Connection

Proxy settings

This setting is available only for Desktops. To configure the LAN proxy, select **HTTP** in the **Proxy** section and enter **Port, Address, Username and Password**.

Auto connect

When enabled, the ESET VPN app connects to the last used location.


Connection mode

The default option is **Automatic**, although you can select the connection mode manually. Set it to **Manual**, and select the **Protocol** and **Port** from the drop-down menu. There are six protocols available regardless of your operating system:

- **WireGuard**—A free, open-source communication protocol that uses the following algorithms:
 - a)ChaCha20 for symmetric encryption, authenticated with Poly1305,
 - b)Curve25519 for ECDH,
 - c)BLAKE2s for hashing and keyed hashing,
 - d)SipHash24 for hashtable keys, and
 - e)HKDF for key derivation.

It is typically faster than UDP and TCP protocols and more flexible than IKEv2, making it a great option for securing your online activity.

- **IKEv2**—A tunneling protocol providing a secure key exchange session paired with IPsec to ensure data encryption and authentication. It is usually the fastest but can be easily blocked. IKEv2 implementation utilizes AES-256-GCM for encryption, SHA-256 for integrity checks. Desktop and Android apps use ECP384 for Diffie-Hellman key negotiation (DH group 20), and iOS uses ECP521 for Diffie-Hellman key negotiation (DH group 21).
- **UDP**—This mode uses OpenVPN protocol. UDP is usually the fastest protocol to run OpenVPN on because there is less data verification, but it can also be blocked easily.
- **TCP**—This mode uses OpenVPN protocol. Due to multiple data verifications, could be slower, but it is resilient to bad network conditions and ensures stable connections.
- **Stealth**—Encapsulates OpenVPN in a TLS tunnel via Stunnel. It is an OpenVPN tunnel masked to look like HTTPS traffic. We recommend using this protocol if all other methods fail.
- **Wstunnel**—Encapsulates OpenVPN in a WebSocket. We recommend using this protocol if all other methods fail.

 OpenVPN implementation uses the AES-256-GCM cipher with SHA512 auth and a 4096-bit RSA key. Perfect forward secrecy is also supported.

IPv6

IPv6 (Internet Protocol Version 6) is enabled by default. Click the toggle to disable system-wide connectivity.

Setup

The VPN setup menu is divided into the following sections:

Launch on startup

When enabled, the VPN app will automatically run after your device starts.

Show notifications

When enabled, you will be notified when the VPN app connects or disconnects.

Show location load

When enabled, the green bar under locations is displayed. The longer the green bar is, the busier this location is.

Location order

In the drop-down menu, select whether you want to arrange the locations alphabetically, geographically or by latency.

Language

Choose the VPN app's language.

Theme

Set the VPN app theme to **Dark**, **Light** or **Sync with OS setting**.

[Advanced setup](#)

Advanced setup

Network options

Auto-secure networks—When enabled, all new networks are marked as **Secured**.

Current network—The network to which your VPN app is currently connected.


Other networks—All available networks to VPN connection.

Settings available for all networks:

Auto-secure—Click the toggle to enable, and the VPN will be automatically connected when your device is connected to this network.

 To make the **Auto-secure** and **Auto-secure networks** features work properly, you must enable the [Auto connect](#) option.

Preferred protocol—When enabled, you can select the **Protocol** and **Port** from the drop-down menu.

 Manual connection mode settings are not applied if a **Preferred protocol** is enabled.

Forget this network—Click to remove its settings which prevents your device to connect to VPN automatically.

Split tunneling

This feature is available for desktops and Android devices. Split tunneling allows you to decide what apps, IPs and hostnames go through the ESET VPN encryption and what gets connected directly to the internet.

When enabled, you can select **Exclusive** or **Inclusive** mode from the drop-down menu and add the **Apps** or click **IPs & hostnames**, and type the IP address or hostname to include in or exclude from the VPN tunnel.

Advanced parameters

Advanced parameters enable hidden feature flags that do not warrant a user interface. It is usually used for debugging/very advanced troubleshooting.

- **ws-log-api-response**—Instruct the VPN app to log the .json received from the server API endpoint. An app restart is not required, as this setting takes effect immediately.
- **ws-wireguard-verbose-logging**—Instruct the app to log all WireGuard service messages. By default, to reduce log bloat, the app will only log service startup messages until the connection is established. After that, any status messages (for example, keypair setup, keep-alive, etc.) will be discarded.
- **ws-screen-transition-hotkeys**—Set this advanced parameter to enable several keyboard shortcuts to facilitate screenshotting each screen, which will transition you to a specific screen.
- **ws-use-icmp-pings**—Instruct the app to use legacy-style ICMP pings instead of curl requests.
- **ws-connect-show-locations 1**—Keep the locations tray open after location selection.

MAC Spoofing

This feature is available for desktops. Click the toggle to enable MAC Spoofing, and select the interface from the drop-down menu.

Auto-rotate MAC

Click the toggle to enable Auto-rotate MAC. After you switch networks or disconnect from your current network and reconnect to it, your MAC address will be set to a random hexadecimal value to increase your device's security and protection.

Ignore SSL errors


If a TLS (Transport Layer Security) interception device on a network attempts to bump SSL, API calls will fail.

Enabling this feature makes API communications insecure, as the app will not validate the TLS certificate's authenticity.


Client-side keepalive


Client-side keepalive is a feature that prevents prolonged idle tunnel states by emitting occasional ICMP packets over the tunnel.


Help and Support

Click the menu icon  > **Help and support** to display support information and troubleshooting tools that help you solve issues you may encounter:

 **About ESET VPN**—Display information about the installed version of ESET VPN and the copy of ESET VPN.

 **Help page**—Click this button to launch the ESET VPN help pages.

 **Knowledgebase**—Visit the [ESET Knowledgebase](#) for answers to the most frequently asked questions and recommended solutions for various issues regularly updated by ESET technical specialists.

 **Technical support**—Find an answer to your problem quickly by [requesting support](#) from ESET Technical Support department on the ESET website.

Product deactivation

To deactivate the ESET VPN feature on the user profile, follow the instructions below:

1. Log in to your ESET HOME account.
2. In the menu, click **Security features**.
3. Click **VPN**.
4. Choose the profile that you want to deactivate the VPN.
5. Click **Deactivate VPN**.

 If you deactivate the VPN feature for users, they will lose the VPN protection activated on all their devices.

6. Confirm **Deactivate VPN**, and users receive the deactivation email from ESET to their email address.
7. Click **Got it**.

Uninstallation

Uninstall the ESET VPN based on your operating system:

- [Uninstall the VPN from Windows device](#)

- [Uninstall the VPN from macOS device](#)
- [Uninstall the VPN from Android device](#)
- [Uninstall the VPN from iOS device](#)

End User License Agreement

Effective as of November 15, 2023.

IMPORTANT: Please read the terms and conditions of product application set out below carefully prior to download, installation, copy or use. **THROUGH DOWNLOADING, INSTALLING, COPYING OR USING THE SOFTWARE YOU ARE EXPRESSING YOUR CONSENT TO THESE TERMS AND CONDITIONS AND YOU ACKNOWLEDGE [PRIVACY POLICY](#).**

End User License Agreement

Under the terms of this End User License Agreement ("Agreement") executed by and between ESET, spol. s r. o., having its registered office at Einsteinova 24, 85101 Bratislava, Slovak Republic, Business Registration Number: 31333532 ("ESET" or "Provider") and you, a physical person or legal entity ("You" or "End User"), You are entitled to use the Software defined in Article 1 of this Agreement. The Software defined in Article 1 of this Agreement can be stored on a data carrier, sent via electronic mail, downloaded from the Internet, downloaded from the Provider's servers or obtained from other sources, subject to the terms and conditions specified below.

THIS IS AN AGREEMENT ON END USER RIGHTS AND NOT AN AGREEMENT FOR SALE. The Provider continues to own the copy of the Software and the physical media contained in the sales package and any other copies that the End User is authorized to make pursuant to this Agreement.

By clicking on "I Accept" or "I Accept..." while installing, downloading, copying or using the Software, You agree to the terms and conditions of this Agreement and acknowledge the Privacy Policy. If You do not agree to all of the terms and conditions of this Agreement and/or Privacy Policy, immediately click on the canceling option, cancel the installation or download, or destroy or return the Software, installation media, accompanying documentation and sales receipt to the Provider or the outlet from which You acquired the Software.

YOU AGREE THAT YOUR USE OF THE SOFTWARE ACKNOWLEDGES THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

1. Software. As used in this Agreement the term "Software" means: (i) computer program accompanied by this Agreement and all components thereof; (ii) all the contents of the disks, CD-ROMs, DVDs, e-mails and any attachments, or other media with which this Agreement is provided, including the object code form of the Software supplied on a data carrier, via electronic mail or downloaded via the Internet; (iii) any related explanatory written materials and any other possible documentation related to the Software, above all any description of the Software, its specifications, any description of the Software properties or operation, any description of the operating environment in which the Software is used, instructions for use or installation of the Software or any description of how to use the Software ("Documentation"); (iv) copies of the Software, patches for possible errors in the Software, additions to the Software, extensions to the Software, modified versions of the Software and updates of Software components, if any, licensed to You by the Provider pursuant to Article 3 of this Agreement. The Software shall be provided exclusively in the form of executable object code.

2. Installation, Computer and a License key. Software supplied on a data carrier, sent via electronic mail, downloaded from the Internet, downloaded from the Provider's servers or obtained from other sources requires installation. You must install the Software on a correctly configured Computer, complying at least with

requirements set out in the Documentation. The installation methodology is described in the Documentation. No computer programs or hardware which could have an adverse effect on the Software may be installed on the Computer on which You install the Software. Computer means hardware, including but not limited to personal computers, laptops, workstations, palmtop computers, smartphones, hand-held electronic devices, or other electronic devices for which the Software is designed, on which it will be installed and/or used. License key means the unique sequence of symbols, letters, numbers or special signs provided to the End User in order to allow the legal use of the Software, its specific version or extension of the term of the License in compliance with this Agreement.

3. License. Subject to the condition that You have agreed to the terms of this Agreement and You comply with all the terms and conditions stipulated herein, the Provider shall grant You the following rights ("License"):

a) Installation and use. You shall have the non-exclusive, non-transferable right to install the Software on the hard disk of a Computer or other permanent medium for data storage, installation and storage of the Software in the memory of a computer system and to implement, store and display the Software.

b) Stipulation of the number of licenses. The right to use the Software shall be bound by the number of End Users. One End User shall be taken to refer to the following: (i) installation of the Software on one Computer; or (ii) if the extent of a license is bound to the number of mailboxes, then one End User shall be taken to refer to a Computer user who accepts electronic mail via a Mail User Agent ("MUA"). If MUA accepts electronic mail and subsequently distributes it automatically to several users, then the number of End Users shall be determined according to the actual number of users for whom the electronic mail is distributed. If a mail server performs the function of a mail gate, the number of End Users shall equal the number of mail server users for which the said gate provides services. If an unspecified number of electronic mail addresses are directed to and accepted by one user (e.g., through aliases) and messages are not automatically distributed by the client to a larger number of users, a License for one computer shall be required. You must not use the same License at the same time on more than one Computer. The End User is entitled to enter the License key to the Software only to the extent to which the End User has the right to use the Software in accordance with the limitation arising from the number of Licenses granted by Provider. The License key is deemed confidential, You must not share the License with third parties or allow third parties to use the License key unless permitted by this Agreement or Provider. If your License key is compromised, notify Provider immediately.

c) Home/Business Edition. A Home Edition version of the Software shall be used exclusively in private and/or non-commercial environments for home and family use only. A Business Edition version of the Software must be obtained for use in a commercial environment as well as to use the Software on mail servers, mail relays, mail gateways, or Internet gateways.

d) Term of the License. Your right to use the Software shall be time-limited.

e) OEM Software. Software classified as "OEM" shall be limited to the Computer You obtained it with. It cannot be transferred to a different Computer.

f) NFR, TRIAL Software. Software classified as "Not-for-resale", NFR or TRIAL cannot be assigned for payment and must only be used for demonstration or testing the Software's features.

g) Termination of the License. The License shall terminate automatically at the end of the period for which granted. If You fail to comply with any of the provisions of this Agreement, the Provider shall be entitled to withdraw from the Agreement, without prejudice to any entitlement or legal remedy open to the Provider in such eventualities. In the event of cancellation of the License, You must immediately delete, destroy or return at your own cost, the Software and all backup copies to ESET or to the outlet from which You obtained the Software. Upon termination of the License, the Provider shall also be entitled to cancel the End User's entitlement to use the functions of the Software, which require connection to the Provider's servers or third-party servers.

4. Functions with data collection and internet connection requirements. To operate correctly, the Software requires connection to the Internet and must connect at regular intervals to the Provider's servers or third-party servers and applicable data collection in compliance with Privacy Policy. Connection to the Internet and applicable data collection is necessary for functioning of the Software and for updating and upgrading the Software. The Provider shall be entitled to issue updates or upgrades to the Software ("Updates"), but shall not be obliged to provide Updates. This function is enabled under the Software's standard settings and Updates are therefore installed automatically, unless the End User has disabled the automatic installation of Updates. For provisioning of Updates, License authenticity verification is required, including information about Computer and/or the platform on which the Software is installed in compliance with Privacy Policy.

Provision of any Updates may be subject to End of Life Policy ("EOL Policy"), which is available on <https://go.eset.com/eol>. No Updates will be provided after the Software or any of its features reaches the End of Life date as defined in the EOL Policy.

For the purpose of this Agreement, it is necessary to collect, process and store data enabling the Provider to identify You in compliance with Privacy Policy. You hereby acknowledge that the Provider checks using its own means whether You are using the Software in accordance with the provisions of this Agreement. You hereby acknowledge that for the purpose of this Agreement it is necessary for your data to be transferred, during communication between the Software and the Provider's computer systems or those of its business partners as part of Provider's distribution and support network to ensure functionality of Software and authorization to use the Software and to protection of the Provider's rights.

Following conclusion of this Agreement, the Provider or any of its business partners as part of Provider's distribution and support network shall be entitled to transfer, process and store essential data identifying You for billing purposes, performance of this Agreement and transmitting notifications on your Computer.

Details about privacy, personal data protection and Your rights as a data subject can be found in Privacy Policy which is available on Provider's website and accessible directly from the installation process. You can also visit it from Software's help section.

5. Exercising End User rights. You must exercise End User rights in person or via your employees. You are only entitled to use the Software to safeguard your operations and protect those Computers or computers systems for which You have obtained a License.

6. Restrictions to rights. You may not copy, distribute, extract components or make derivative works of the Software. When using the Software, You are required to comply with the following restrictions:

a) You may make one copy of the Software on a permanent storage medium as an archival backup copy, provided your archival back-up copy is not installed or used on any Computer. Any other copies You make of the Software shall constitute a breach of this Agreement.

b) You may not use, modify, translate or reproduce the Software or transfer rights to use the Software or copies of the Software in any manner other than as provided for in this Agreement.

c) You may not sell, sub-license, lease or rent or borrow the Software or use the Software for the provision of commercial services.

d) You may not reverse engineer, reverse compile or disassemble the Software or otherwise attempt to discover the source code of the Software, except to the extent that this restriction is expressly prohibited by law.

e) You agree that You will only use the Software in a manner that complies with all applicable laws in the jurisdiction in which You use the Software, including, but not limited to, applicable restrictions concerning copyright and other intellectual property rights.

f) You agree that You will only use the Software and its functions in a way which does not limit the possibilities of other End Users to access these services. The Provider reserves the right to limit the scope of services provided to individual End Users, to enable use of the services by the highest possible number of End Users. Limiting the scope of services shall also mean complete termination of the possibility to use any of the functions of the Software and deletion of Data and information on the Provider's servers or third-party servers relating to a specific function of the Software.

g) You agree not to exercise any activities involving use the License key, contrary to the terms of this Agreement or leading to provide License key to any person who is not entitled to use the Software, such as the transfer of used or unused License key in any form, as well as the unauthorized reproduction, or distribution of duplicated or generated License keys or using the Software as a result of the use of a License key obtained from the source other than the Provider.

7. Copyright. The Software and all rights, without limitation including proprietary rights and intellectual property rights thereto are owned by ESET and/or its licensors. They are protected by international treaty provisions and by all other applicable national laws of the country in which the Software is being used. The structure, organization and code of the Software are the valuable trade secrets and confidential information of ESET and/or its licensors. You must not copy the Software, except as set forth in Article 6(a). Any copies which You are permitted to make pursuant to this Agreement must contain the same copyright and other proprietary notices that appear on the Software. If You reverse engineer, reverse compile, disassemble or otherwise attempt to discover the source code of the Software, in breach of the provisions of this Agreement, You hereby agree that any information thereby obtained shall automatically and irrevocably be deemed to be transferred to and owned by the Provider in full, from the moment such information comes into being, notwithstanding the Provider's rights in relation to breach of this Agreement.

8. Reservation of rights. The Provider hereby reserves all rights to the Software, with the exception of rights expressly granted under the terms of this Agreement to You as the End User of the Software.

9. Multiple language versions, dual media software, multiple copies. In the event that the Software supports multiple platforms or languages, or if You receive multiple copies of the Software, You may only use the Software for the number of computer systems and for the versions for which You obtained a License. You may not sell, rent, lease, sub-license, lend or transfer versions or copies of the Software which You do not use.

10. Commencement and termination of the Agreement. This Agreement shall be effective from the date You agree to the terms of this Agreement. You may terminate this Agreement at any time by permanently uninstalling, destroying and returning, at your own cost, the Software, all backup copies and all related materials provided by the Provider or its business partners. Your right to use Software and any of its features may be subject to EOL Policy. After the Software or any of its features reaches the End of Life date defined in the EOL Policy, your right to use the Software will terminate. Irrespective of the manner of termination of this Agreement, the provisions of Articles 7, 8, 11, 13, 19 and 21 shall continue to apply for an unlimited time.

11. END USER DECLARATIONS. AS THE END USER YOU ACKNOWLEDGE THAT THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. NEITHER THE PROVIDER, ITS LICENSORS OR AFFILIATES, NOR THE COPYRIGHT HOLDERS MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE SOFTWARE WILL NOT INFRINGE ANY THIRD-PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. THERE IS NO WARRANTY BY THE PROVIDER OR BY ANY OTHER PARTY THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR THE SELECTION OF THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS AND FOR THE INSTALLATION, USE AND RESULTS OBTAINED FROM IT.

12. No other obligations. This Agreement creates no obligations on the part of the Provider and its licensors other than as specifically set forth herein.

13. LIMITATION OF LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE PROVIDER, ITS EMPLOYEES OR LICENSORS BE LIABLE FOR ANY LOST PROFITS, REVENUE, SALES, DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE OR OTHER THEORY OF LIABILITY, ARISING OUT OF THE INSTALLATION, THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF THE PROVIDER OR ITS LICENSORS OR AFFILIATES ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME COUNTRIES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF LIABILITY, BUT MAY ALLOW LIABILITY TO BE LIMITED, IN SUCH CASES, THE LIABILITY OF THE PROVIDER, ITS EMPLOYEES OR LICENSORS OR AFFILIATES SHALL BE LIMITED TO THE SUM THAT YOU PAID FOR THE LICENSE.

14. Nothing contained in this Agreement shall prejudice the statutory rights of any party dealing as a consumer if running contrary thereto.

15. Technical support. ESET or third parties commissioned by ESET shall provide technical support at their own discretion, without any guarantees or declarations. No technical support will be provided after the Software or any of its features reaches the End of Life date defined in the EOL Policy. The End User shall be required to back up all existing data, software and program facilities prior to the provision of technical support. ESET and/or third parties commissioned by ESET cannot accept liability for damage or loss of data, property, software or hardware or loss of profits due to the provision of technical support. ESET and/or third parties commissioned by ESET reserve the right to decide that resolving the problem is beyond the scope of technical support. ESET reserves the right to refuse, suspend or terminate the provision of technical support at its own discretion. License information, Information and other data in compliance with Privacy Policy may be required for the purpose of technical support provision.

16. Transfer of the License. The Software can be transferred from one Computer to another, unless contrary to the terms of the Agreement. If not contrary to the terms of the Agreement, the End User shall only be entitled to permanently transfer the License and all rights ensuing from this Agreement to another End User with the Provider's consent, subject to the condition that (i) the original End User does not retain any copies of the Software; (ii) the transfer of rights must be direct, i.e. from the original End User to the new End User; (iii) the new End User must assume all the rights and obligations incumbent on the original End User under the terms of this Agreement; (iv) the original End User has to provide the new End User with documentation enabling verification of the genuineness of the Software as specified under Article 17.

17. Verification of the genuineness of the Software. The End User may demonstrate entitlement to use the Software in one of the following ways: (i) through a license certificate issued by the Provider or a third party appointed by the Provider; (ii) through a written license agreement, if such an agreement was concluded; (iii) through the submission of an e-mail sent by the Provider containing licensing details (user name and password). License information and End User identification data in compliance with Privacy Policy may be required for the purpose of Software genuineness verification.

18. Licensing for public authorities and the US Government. The Software shall be provided to public authorities, including the United States Government, with the license rights and restrictions described in this Agreement.

19. Trade control compliance.

a) You will not, directly or indirectly, export, re-export, transfer or otherwise make available the Software to any person, or use it in any manner, or be involved in any activity, that could result in ESET or its holding companies,

its subsidiaries, and the subsidiaries of any of its holding companies, as well as entities controlled by its holding companies ("Affiliates") being in violation of, or being subject to, negative consequences under trade control laws which include:

- i. any laws that control, restrict, or impose licensing requirements on export, re-export or transfer of goods, software, technology, or services, issued or adopted by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate, and
- ii. any economic, financial, trade or other, sanction, restriction, embargo, import or export ban, prohibition on transfer of funds or assets or on performing services, or equivalent measure imposed by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate.

(legal acts referred to in points i, and ii. above together as "Trade Control Laws").

b) ESET shall have the right to suspend its obligations under, or terminate, these Terms with immediate effect in the event that:

i. ESET determines that, in its reasonable opinion, the User has breached or is likely to breach provision of Article 19 a) of the Agreement; or

ii. the End User and/or the Software become subject to Trade Control Laws and, as a result, ESET determines that, in its reasonable opinion, the continued performance of its obligations under the Agreement could result in ESET or its Affiliates being in violation of, or being subject to negative consequences under, Trade Control Laws.

c) Nothing in the Agreement is intended, and nothing should be interpreted or construed, to induce or require either party to act or refrain from acting (or to agree to act or refrain from acting) in any manner which is inconsistent with, penalized, or prohibited under any applicable Trade Control Laws.

20. Notices. All notices and returns of the Software and Documentation must be delivered to: ESET, spol. s r. o., Einsteinova 24, 85101 Bratislava, Slovak Republic, without prejudice to ESET's right to communicate to You any changes to this Agreement, Privacy Policies, EOL Policy and Documentation in accordance with art. 22 of the Agreement. ESET may send You emails, in-app notifications via Software or post the communication on our website. You agree to receive legal communications from ESET in electronic form, including any communications on change in Terms, Special Terms or Privacy Policies, any contract proposal/acceptance or invitations to treat, notices or other legal communications. Such electronic communication shall be deemed as received in writing, unless applicable laws specifically require a different form of communication.

21. Applicable law. This Agreement shall be governed by and construed in accordance with the laws of the Slovak Republic. The End User and the Provider hereby agree that the principles of the conflict of laws and the United Nations Convention on Contracts for the International Sale of Goods shall not apply. You expressly agree that any disputes or claims ensuing from this Agreement with respect to the Provider or any disputes or claims relating to use of the Software shall be settled by Bratislava I District Court and You expressly agree to the said court exercising jurisdiction.

22. General provisions. Should any of the provisions of this Agreement be invalid or unenforceable, this shall not affect the validity of the other provisions of the Agreement, which shall remain valid and enforceable under the conditions stipulated therein. This Agreement has been executed in English. In case any translation of the Agreement is prepared for the convenience or any other purpose or in any case of a discrepancy between language versions of this Agreement, the English version shall prevail.

ESET reserves the right to make changes to the Software as well as to revise terms of this Agreement, its Annexes, Addendums, Privacy Policy, EOL Policy and Documentation or any part thereof at any time by updating the relevant document (i) to reflect changes to the Software or to how ESET does business, (ii) for legal, regulatory or security reasons, or (iii) to prevent abuse or harm. You will be notified about any revision of the Agreement by email, in-app notification or by other electronic means. If You disagree with the proposed changes to the Agreement, You may terminate it in accordance with Art. 10 within 30 days after receiving a notice of the change. Unless You terminate the Agreement within this time limit, the proposed changes will be deemed accepted and become effective towards You as of the date You received a notice of the change.

This is the entire Agreement between the Provider and You relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software.

EULAID: EULA-PRODUCT; 3537.0

Privacy Policy

Effective as of November 15, 2023

The protection of personal data is of particular importance to ESET, spol. s r. o., having its registered office at Einsteinova 24, 851 01 Bratislava, Slovak Republic, Business Registration Number: 31333532 as a Data Controller ("ESET" or "We"). We want to comply with the transparency requirement as legally standardized under the EU General Data Protection Regulation ("GDPR"). To achieve this goal, We are publishing this Privacy Policy with the sole purpose of informing our customer ("End User" or "You") as a data subject about following personal data protection topics:

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

This Privacy Policy applies to your ESET HOME account ("Account") and to provision and use of the home.eset.com website, ESET HOME application as well as services and features provided by ESET via the Account (collectively "Services"). If there is a Service-specific Privacy Policy referred herein, its wording shall prevail in case of any discrepancies.

We may modify this Privacy Policy from time to time at our sole discretion. We will send You an email notification with a link to the Privacy Policy as amended or We will notify You of the amended version via in-app notification or by other electronic means. If You do not agree to or cannot comply with the Privacy Policy as amended, You shall cease to use the Account and Services and uninstall them if applicable. You will be deemed to have accepted the Privacy Policy as amended if You continue to use the Application or the Services after it becomes effective.

Our Services are intended for adults only. If You are less than eighteen (18) years old, You may only create and use the Account or the related Services if your parent or other legal guardian is involved.

Processing of Your Personal Data

The Account and Services are provided by ESET under the [Terms of Use](#) ("Terms") and, if applicable, also under End User License Agreement ("EULA") of ESET product associated with the relevant Service ("Product") and the ESET HOME application but some of them might require specific attention. We would like to provide You with

more details on data collection and processing connected with your Account and provision of our Services. To make them all work, We need to collect or have access to following information:

- Your full name, country, valid email address and your login credentials are required for registration and use of the Account, for provision of Services and for establishment, exercise and defense of our legal claims. Moreover, we will obtain some basic technical information about a device and application You use to log into your Account.
 - In order to help to protect your Account, each time You log into the Account, We will collect your browser fingerprint and IP address. In case of an unknown browser fingerprint as well as unknown IP address, We will send You an email to notify You about the potential suspicious attempt to log in to the Account.
 - You may choose to use third-party authentication provided by Apple or Google to register and/or sign to your Account. In such case, We will process your email address (provided to us by such third party) and country of your location during the registration process and for other purposes specified above.
- Product Administration requires information about managed devices and Product licenses to provide You with its managing functionalities. More specifically, We will process information related to your Product licenses, such as data related to the type of Product license You own (e.g. whether it is free, trial, paid etc.), license validity, activation status and license identification. In relation to those devices that were associated with your Account, We will process data about the device name and type, its operating system, security status, activated Products and data enabling device identification. In case of devices that use your Product licenses but were not associated with your Account (or were shared to another person and associated with their Account), only limited information will be processed, such as device name and type, model and date of Product activation.
 - If You are a Product license owner and You choose to share it with your friend or a family member, You may do so by using our sharing functionality available from your Account, where You will be able to input their email address. We will only process such an email address to enable use of the relevant Product or the Service and to send a related invitation. Your friend might see your email address in such a message sent from us so that they know who initiated it. Your friend can contact us anytime to request We remove their data from our database. You will be able to cancel sharing of your License anytime.
 - If You are not an owner of a Product license, but someone shared their Product license with You, the email address You provide during Account registration will be visible to the Product license owner. Rest assured that only You will be able to access full information about devices associated with your Account. The license owner will be able to view only limited information about your device as described above.
- ESET LiveGrid® Reputation System. This system enhances our malware protection by comparing hashes of files you scan against a cloud-based database of safe and unsafe files. For this, we use one-way hashes related to potential threats, ensuring we never identify you in the process.
- ESET LiveGrid® Feedback System. To stay ahead of new threats, we rely on this system. Gathering suspicious samples and metadata lets us quickly respond to emerging risks. Here is what we might collect with your help:
 - Potential malware samples or other questionable files;
 - Web usage details like IP addresses, website addresses, and network data;
 - Information from crash reports and dumps.

While we aim only to gather necessary data, sometimes unintended information slips through, such as data within malware or embedded in filenames and URLs. Rest assured, we do not use this unintentional data within our main systems or for any stated purposes in this policy.

Any data we obtain through ESET LiveGrid® Feedback System is always processed without identifying you, keeping your identity safe and private. We will remove all email messages reported by You as spam or flagged by our service within one (1) month.

- ESET Parental Control contains functionalities that allow You to control access of managed users (such as your children) to a certain group of web pages and/or mobile applications, employ time management rules towards managed users and find the location of your device. To enable these features and depending on how exactly You set up rules for the managed users, ESET Parental Control will send information to ESET, including but not limited to information on visited websites, physical locations, mobile applications, information about the device, including information about the operation and functionality of the ESET Parental Control. The information may contain data about You or other managed users (You may specify managed users by name, age or even photo if You like to) or information about the controlled device, such as the operating system and applications installed. Data collected via ESET Parental Control will be processed only for providing You with the Service and they will be deleted sixty (60) to ninety (90) days after their collection.
- <%ESET_ANTITHEFT%> helps to prevent loss or misuse of critical data in direct connection with loss or theft of a computer or other device where it is installed. This function is switched off under the default settings of the relevant Product. If You chose to activate this function, data about the missing device would be collected and sent to ESET, which can include, depending on how exactly You set up the Service, data related to the device's network location, content displayed on its screen, device configuration and data recorded by a connected camera. Data collected via <%ESET_ANTITHEFT%> will be processed only for the purpose of providing You with the Service and they will be deleted one (1) year after their collection.
- ESET Password Manager allows You to store your passwords, credit card numbers or other data You choose in the locally installed application and synchronize and use them across your devices. Data You choose to save to the application are stored only locally on your devices and are protected and encrypted by your master password. To enable use of such data across your devices, they are also stored on our servers or on servers of our service providers, but only in the encrypted form so only You can access them. Neither ESET nor our service providers have access to your encrypted data or store your master password. Only You have the key to decrypt the data. You can activate this Service via your Account by inputting your email address or an email address of your friend to whom You would like to allow use of the Service under your Product license. To learn more information about processing of personal data via ESET Password Manager, please refer to a special [Privacy Policy](#).
- VPN does not apply retention to the logs.
- **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.
- Contact information and data contained in your support requests may be required to provide You with support in case you request it. Based on the channel You choose to contact us, We may collect your email address, phone number, Product license information, Product details and description of your support case. You may be asked to provide us with additional information to facilitate support and to enable us to solve an issue You are facing.
- We use Google Barcode Scanning API to enable our application's QR code reader functionality. You can rest assured that captured image is only processed within your device. However, Google API may send to Google some technical information related to usage and performance of the API that is needed to maintain, debug and improve the API for usage analytics and diagnostic purposes. To learn more about this processing and the data collected, please refer to [Google API Privacy information](#).

Moreover, We may process data obtained in the course of provision of our Services for some additional purposes:

- We may use your contact details or your Account to communicate with You in relation to Products or Services You use, such as to provide You with Service-related reports and notifications, to learn more about your needs and your satisfaction with our Services, but also for advertising of our products and services

that are similar to ones You use, unless You opt-out from such marketing communication.

- We may process some aggregated statistical data relating to usage of our Services to improve them and their usability, analyze their performance and to fix any errors that may occur.
- Based on your opt-in consent, we may collect and process technical data related to the application crashes (such as device information, installation identifier, crash traces, crash minidump) to get insight into the crashes, learn about their causes and ensure the application is fully operational. We use Google to collect and analyze those data for us. To learn more about this processing and the data collected, please refer to the relevant [Google Privacy Policy](#).

Cookies

To make our website and Services work properly, We may store some cookies on your web browser, either when You visit our website, when You log into your Account or when You use a certain Service. By default, We only use cookies that are strictly necessary for the functioning of our website and the Services requested by You. We will ask for your consent to use any other cookies as those that are strictly necessary. To learn more about the processing of the cookies, please refer to our [Cookie Policy](#).

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.

We rely on third-party services and collaborate with the [external processors](#) to provide our services related to

cloud computing, billing, etc.

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 or your objection processing, 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. 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.

Right to Restriction of Processing. 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.

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.
Data Protection Officer
Einsteinova 24
85101 Bratislava
Slovak Republic
dpo@eset.sk