

What information will be sent to Microsoft?

If you choose to help us improve Windows installation by participating in the Windows Installation Customer Experience Improvement Program, Microsoft will collect information about your hardware configuration, how you install Windows, and specific errors you encounter during installation. Microsoft collects this information whether your installation is successful or not. Microsoft uses this information to identify trends and usage patterns, help determine which updates are needed, and identify areas for improvement.

Windows installation also provides an error reporting service that monitors your computer for problems that will prevent a successful installation. This service automatically sends a report to Microsoft if an error occurs. Error report data is used to find and fix problems in the software you use. It is not used for marketing purposes.

What data is collected?

To fix problems in the software you use, we collect information about what the software was doing when it experienced the problem, and about your machine configuration. Microsoft does not collect your name, address, or any other contact information.

How is data stored?

When you submit an error report, we help protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. When we receive an error report, we use a variety of security technologies and procedures to help protect your information from unauthorized access, use, or disclosure. For example, we store the error reports you provide on computer servers with limited access.

Who has access to error report data?

Microsoft employees, contractors, and vendors who have a business need to use the error report data are given access to this information.

By sending this information to Microsoft, you are helping to improve the quality, reliability, and performance of Windows installation.