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About AskEraser

Ask.com is serious about privacy. We are committed to meeting and exceeding emerging privacy trends in the search industry. Not only will we proactively delete the search activity of all Ask.com users from our servers after 18 months, but we also offer AskEraser, which, when enabled, deletes your search activity within hours.

> **Ask.com Privacy Policy:**
> Ask.com's privacy policy has been updated to recognize the additional privacy options that AskEraser offers you and provide you more detail about this product.

Your privacy on Ask.com

At Ask.com, we believe that you as a user should have the power to control the usage of your search history. When enabled, AskEraser will completely delete your search queries and data from Ask.com servers, including: your IP address, User ID and Session ID cookies, as well as the complete text of your search query--all within a matter of hours.

The AskEraser link is featured prominently in the upper right corner of the home page and Ask.com search results pages--clearly and constantly indicating to you when your search activity will be 'erased'. Once enabled, AskEraser remains 'on' across multiple visits and sessions on Ask.com's main search engine as well as across Ask.com's major search verticals: Images, News, Blogs, Video, and Maps & Directions. You can turn AskEraser 'on' or 'off' at anytime.

It's easy to turn AskEraser on and off, so go ahead and give it whirl. Go to Ask.com or Ask.com UK today and click on the "AskEraser" link in the top-right corner of the page. For more details about AskEraser, please see the Frequently Asked Questions below.

Frequently Asked Questions

General Information:
- What is AskEraser?
- What is search activity data?
- Is my search activity deleted immediately?

Turning on/off AskEraser:
- How do I turn on AskEraser?
- What happens when I turn on AskEraser?
- How do I know if AskEraser is on?
- Do I need to turn on AskEraser each time I visit Ask.com?
- What features of Ask.com are not accessible when AskEraser is on?
- How do I turn off AskEraser?

Coverage of AskEraser:
- Where does AskEraser work and where does it not work?
- What about data collected by third-party partners?
- Is there any reason Ask.com will stop deleting my search activity?

AskEraser and Cookies:
- Why does AskEraser use cookies and what cookies are used?
- How do I enable cookies?
- Why does the site ask me to accept a cookie when I want to view unfiltered search results?

What is AskEraser?
AskEraser is a privacy feature from Ask.com. When AskEraser is enabled, your search activity will be deleted from Ask.com servers. AskEraser is currently available to users of our US site (http://www.ask.com) and UK site (http://uk.ask.com).

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What is search activity data?
Search activity data includes information about the pages you visit on Ask.com, including the terms you search for, the links you click, your IP address, and any user or session identifier. When AskEraser is enabled, Ask.com will delete from our servers all references containing any single element of search activity data;

query (what you searched for, clicked on, etc.), IP address (where you searched from), and user/sessions IDs (who you are in relation to previous searches).
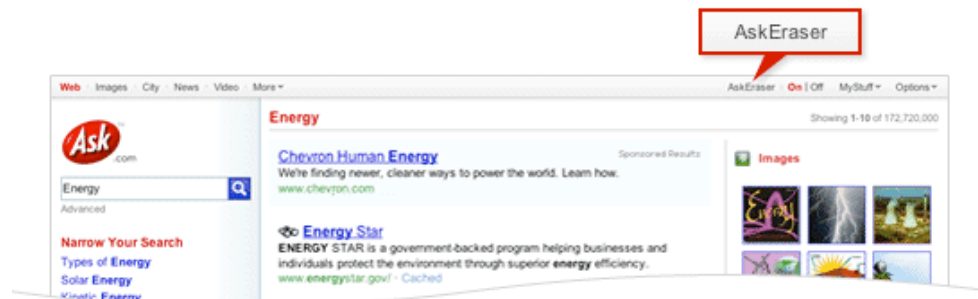
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Is my search activity deleted immediately?
When AskEraser is enabled, your search activity will be deleted from Ask.com servers within a number of hours. In some instances, it may take a longer period of time for your search activity to be deleted for example when we need to run automated systems to detect and block users or automatic bots that are abusing our site (see Is there any reason Ask.com will stop deleting my search activity?)

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How do I turn on AskEraser?
To turn on AskEraser, just click the "AskEraser" link at the top of the page and then click "Turn on AskEraser."
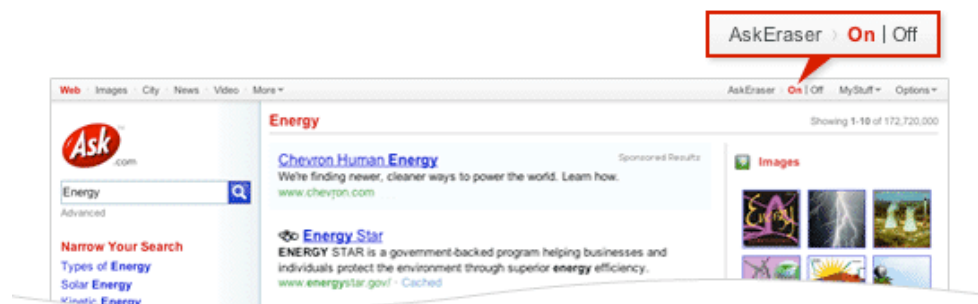

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What happens when AskEraser is on?
When AskEraser is enabled, all Ask.com cookies will be deleted from your browser, one cookie will be set to remember that you have AskEraser turned on, and going-forward, your search activity will be deleted from Ask.com servers. AskEraser will remain "on" across multiple visits to the Ask.com site provided that you do not clear your Ask.com cookies and provided that you're using the same computer and browser.
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How do I know if AskEraser is enabled?
When AskEraser is enabled you'll see a constant reminder at the top of the page as follows:

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Do I need to turn on AskEraser each time I visit Ask.com?
When you turn on AskEraser, Ask.com sets a cookie to remember your preference across your visits to our site from the same computer and browser. This cookie will be set to expire after 30 years (effectively meaning that you'll never need to set it again).

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What features of Ask.com are not accessible when AskEraser is on?

When AskEraser is on, you will not be able to use a number of personalization options available on the Ask.com site. The primary reason for this is that each of these options requires us to set cookies, require you to log-in, etc. Some examples of key personalization features that will not be able when AskEraser is on are:
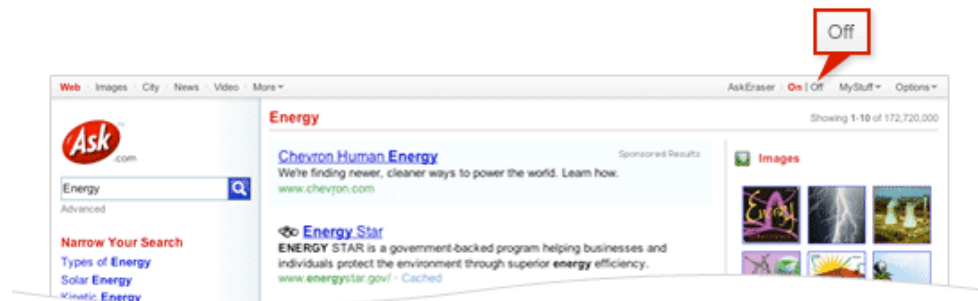
- Homepage Skins: you will not be able to choose a background, or "skin", for our homepage
- MyStuff: you will not be able to access the MyStuff system, or save web links, images, or any other aspects of search results

If you have turned on AskEraser and try to use a personalization option you will prompted with a pop-up to let you decide whether you would like to turn off AskEraser.

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How do I turn off AskEraser?
To turn off AskEraser, just click the "Off " link next to "AskEraser" at the top of the page.

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Where does AskEraser work and where does it not work?
AskEraser works if you come directly to Ask.com and perform a search within the Ask.com search box. If you access Ask.com through a search toolbar or an Ask search box on a third party site or application, Ask Eraser will not be enabled and your search activity will not be deleted. Search boxes embedded within Firefox, Internet Explorer and other browsers do allow AskEraser to be enabled.

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What about data collected by third-party partners?
When enabled, AskEraser will delete your search activity from Ask.com servers. We cannot delete your search activity from the servers of third-party companies that receive your search queries to provide you with certain aspects of our search results (for example, current weather conditions, stock market summaries, etc.), sponsored search results and other product features.

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Is there any reason Ask.com will stop deleting my search activity?
Even when AskEraser is enabled, Ask.com may temporarily retain your search activity data in the cases of:

- Critical errors or abnormal operation -- if the data from AskEraser users is necessary to solve a critical technical issue emanating from internal sources (instability, etc.) or external sources (Denial of Service Attack, etc.), search activity data may be retained for a longer period. At the time of technical resolution all search activity data of AskEraser users that was retained will be deleted.
- Formal legal request -- Ask.com must abide by the laws and regulations of local, state and federal authorities. Even when Ask Eraser is enabled, we may store your search activity data if so requested by law enforcement or legal authority pursuant to due process. In such case, we will retain your search data even if AskEraser appears to be turned on.

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Why does AskEraser use cookies and what cookies are used?
To use AskEraser you must have cookies enabled in your browser settings. If you never changed your browser settings it's likely that you already have cookies enabled. If you don't know if cookies are enabled, don't worry, we'll let you know when you try to turn on AskEraser.

Ask.com must set one cookie which is not personally identifiable to act as a constant indicator that you have turned on AskEraser. AskEraser will remain on across multiple visits to the Ask.com site provided that you

use the same computer and browser. This cookie is named "askeraser" and is created within the "ask.com" domain. The information stored by this cookie is nothing more than the text "on." The "askeraser" cookie is set to expire after 30 years (effectively meaning that you'll never need to set it again).

There is only one additional cookie that may be set when AskEraser is turned on. If you opt-in to viewing unfiltered search results (such as adult-oriented search results), Ask.com will set one additional cookie. This cookie acts as an indicator to remind us that you have agreed to view unfiltered results. You will be presented with a pop-up requesting that you accept this cookie to view unfiltered results. If you accept, a cookie (which is not personally identifiable) named "adt" will be created in the "ask.com" domain. This cookie will expire after 20 minutes. Next time you visit the Ask.com site and want to view unfiltered results, you will once again see this pop-up.

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How do I enable cookies?
Please refer to the Help pages for the browser you are using:

- Internet Explorer help: http://support.microsoft.com/kb/278835
- Firefox help: http://kb.mozillazine.org/Cookies#Firefox
- Opera help: http://www.opera.com/support/tutorials/security/privacy/
- Safari help: http://docs.info.apple.com/article.html?path=Safari/2.0/en/ibr1074.html

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Why does the site ask me to accept a cookie when I want to view unfiltered search results?
If you opt-in to viewing unfiltered search results (such as adult-oriented search results), Ask.com will need to set one additional cookie. This cookie acts as an indicator to remind us that you have agreed to view unfiltered results. When you click the link to view unfiltered results, you will be presented with a pop-up requesting that you accept this cookie. If you agree, a non-identifiable temporary cookie named "adt" will be created in the "ask.com" domain. This cookie will expire after 20 minutes. Next time you visit the Ask.com site and want to view unfiltered results, you will once again see this pop-up.

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Terms of Service

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