

PRIVACY POLICY

HMS Integration

SS Dynamics Solutions Pvt. Ltd.

Version 1.0 | Effective Date: 01st April 2026

1. Scope

1.1. This policy explains how SS Dynamics Solutions Pvt. Ltd. ("SS Dynamics", "we") handles personal data in connection with the Microsoft Dynamics 365 Business Central extension published by us under the name HMS Integration (the "App").

1.2. It does not cover data held within Microsoft Dynamics 365 Business Central itself, which is governed by the customer's agreement with Microsoft and by Microsoft's privacy statement.

2. The App does not send your data to us

2.1. The App runs entirely within the customer's own Business Central environment. We do not host, operate or control any service, server or storage between the customer's source system and Business Central.

2.2. Data processed by the App — including invoices, receipts, consumption records, vendor and payer master data, and any personal data within them — remains inside the customer's Business Central environment and within the Microsoft data center region the customer has selected. It is not transmitted to us.

2.3. Apart from the platform telemetry described in Section 3, we do not receive, access or store any customer data. We do not sell data, and we do not use it for analytics, benchmarking, or the training of any machine learning or artificial intelligence model.

2.4. Because the App operates within the customer's own environment and we do not receive the customer's data, we are not a data processor in respect of that data under the Digital Personal Data Protection Act, 2023 or comparable legislation. The customer remains the data fiduciary for the data it holds in Business Central.

3. Platform telemetry

3.1. Applications published to Microsoft AppSource must include an Application Insights connection string. We have implemented no custom telemetry in the App, so the only telemetry we receive is the default diagnostic signal set that the Business Central platform emits automatically. Its scope and content are determined by Microsoft, not by us.

3.2. These signals are operational rather than personal in nature, and typically include the environment and tenant identifier, extension name and version, install and upgrade events, runtime errors and performance indicators. Error diagnostics may incidentally include a technical value such as an object name, field name or record identifier appearing in an error message.

3.3. We use this telemetry only to monitor stability and diagnose defects. We do not use it to access, reconstruct or analyze a customer's records, and we do not disclose it to any third party other than the cloud provider hosting it on our behalf. It is retained for no longer than 90 days.

3.4. Customers may configure their own Application Insights resource at environment level in Business Central and receive these signals directly into their own Azure subscription instead.

4. If you contact us

4.1. If you email us or submit an enquiry, we hold the information you choose to send — typically your name, business email address and the content of your message — and use it only to respond. We do not sell it or use it for marketing without your consent.

4.2. If you voluntarily send material such as screenshots or exported records to help investigate a support request, we use it only for that purpose and delete it once the request is closed. Please remove personal data from such material where it is not needed for the investigation.

5. Storage, sharing and security

5.1. The limited data described above is held on Microsoft Azure. We share it only with service providers acting on our instructions and where required by law.

5.2. We apply access controls and encryption in transit appropriate to the limited categories of data we hold and restrict access to personnel who need it. Correspondence is retained for 24 months from last contact unless a longer period is required by law.

6. Your rights and contact

6.1. Subject to applicable law, you may ask us to confirm what personal data we hold about you, to correct or delete it, or to withdraw a consent. Where personal data sits inside a customer's Business Central environment rather than with us, we cannot access it and such requests should be directed to the organization operating that environment.

6.2. Requests and grievances may be sent to support@ssdynamics.co.in, attention Compliance Team. Support requests should be sent to support@ssdynamics.co.in.

6.3. We may update this policy. The current version is published at our website <https://ssdynamics.co.in/add-ons/hms-integration/privacy> with its effective date.