

# TERMS AND CONDITIONS

HMS Integration

SS Dynamics Solutions Pvt. Ltd.

Version 1.0 | Effective Date: 01<sup>st</sup> April 2026

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## 1. Acceptance

1.1. These Terms govern the installation and use of the Microsoft Dynamics 365 Business Central extension published by SS Dynamics Solutions Pvt. Ltd. ("SS Dynamics", "we") under the name set out above (the "App").

1.2. By installing or using the App, the person or entity doing so (the "Customer", "you") accepts these Terms in full. If you do not accept them, do not install or use the App. Where these Terms are accepted for an organization, the person accepting confirms they are authorized to bind it.

1.3. These Terms are the entire agreement between the parties in relation to the App. No separate agreement is required in order to install and use it.

## 2. The App

2.1. The App is an extension to Microsoft Dynamics 365 Business Central online ("Business Central"). It provides interfaces within the Customer's Business Central environment through which the Customer's hospital management system or other source application (the "HMS") transmits data into Business Central for the recording of financial and inventory transactions, including sales invoices, collections and receipts, purchase receipts, consumption entries, and master data such as vendors and payers.

2.2. The App runs wholly within the Customer's own Business Central environment. SS Dynamics does not host, operate or control any middleware, gateway, connector service or storage between the HMS and Business Central.

2.3. The App is licensed for Business Central online only. It is not licensed or supported for Business Central on-premises, Microsoft Dynamics NAV, or any hosted or self-managed deployment of those products.

2.4. The App is an administrative and financial integration. It is not a medical device and is not intended to inform or influence clinical judgement or patient care.

## 3. License

3.1. SS Dynamics grants the Customer a non-exclusive, non-transferable and revocable right to install and use the App in the Customer's own Business Central environments, production and sandbox, for the Customer's internal business purposes, for so long as these Terms remain in effect.

3.2. The App may be used by the Customer's employees, and by external consultants, implementation partners and auditors working on the Customer's data on the Customer's behalf. The Customer is responsible for the acts and omissions of such persons as if they were its own.

3.3. The license covers the App only. Business Central and all other Microsoft products must be licensed by the Customer separately from Microsoft or a Microsoft partner.

3.4. All rights not expressly granted are reserved to SS Dynamics.

## 4. Restrictions and ownership

4.1. The App and all intellectual property rights in it remain the property of SS Dynamics. These Terms grant a license only and transfer no ownership.

4.2. The Customer shall not sell, rent, sublicense, distribute or host the App or use it to provide services to third parties; shall not copy or modify it; shall not remove any proprietary notice, object prefix or version marking; and shall not reverse engineer, disassemble or decompile it except where such an act cannot lawfully be prohibited.

4.3. Data created or posted in the Customer's Business Central environment through the App belongs to the Customer. SS Dynamics claims no right or interest in it.

4.4. Breach of this Clause 4 is a material breach entitling SS Dynamics to terminate with immediate effect.

## **5. Standard product and Customer responsibilities**

5.1. The App is a standard product. It is the Customer's responsibility to satisfy itself that the App meets its requirements, to test it in a sandbox environment before enabling it in production, and to configure it and map HMS records to Business Central master data and posting setups.

5.2. The App records transactions on the basis of data supplied to it by the HMS. The Customer is responsible for the accuracy, completeness and validity of that data and for reviewing and reconciling all entries posted in Business Central. SS Dynamics is not responsible for data supplied by the HMS or for the consequences of posting it.

5.3. The App depends on the HMS transmitting data in the format and sequence documented by SS Dynamics. The Customer is responsible for obtaining and maintaining the rights, consents and cooperation of its HMS vendor. SS Dynamics has no control over the HMS or any other third-party system and no liability arising from defects in it, from changes to its schemas, interfaces or behavior, or from the withdrawal of access or vendor cooperation.

5.4. The Customer is responsible for provisioning and securing the Microsoft Entra application registration, credentials and Business Central permission sets used by the HMS to authenticate and bears all risk arising from their compromise. SS Dynamics does not hold or have access to those credentials.

5.5. The App performs no tax determination and provides no accounting, taxation or regulatory advice. Statutory compliance, including Goods and Services Tax, electronic invoicing, and tax deducted or collected at source, remains the responsibility of the Customer and its advisers.

5.6. Business Central is subject to limits set by Microsoft, including request throttling and maintenance. Transactions may be delayed or rejected as a result. This does not constitute a defect in the App, and the Customer is responsible for retry and exception handling on the HMS side.

## **6. Data and telemetry**

6.1. Data processed by the App remains within the Customer's Business Central environment and within the Microsoft data center region selected by the Customer. Except as stated in Clause 6.2, SS Dynamics does not receive, access or store any of the Customer's business data, and does not use it for any purpose, including product analytics or the training of any machine learning or artificial intelligence model.

6.2. The App's manifest contains an Application Insights connection string, as required for publication to Microsoft AppSource. SS Dynamics has implemented no custom telemetry in the App, so the only telemetry received is the standard diagnostic signal set emitted automatically by the Business Central platform, the scope of which is determined by Microsoft. These signals are operational — environment and tenant identifiers, extension version, install and upgrade events, runtime errors and performance indicators — and error diagnostics may incidentally include a field or record identifier appearing in an error message. SS Dynamics uses this telemetry only to diagnose defects, does not use it to reconstruct or analyze the Customer's records, and does not disclose it to third parties.

6.3. The Customer may configure its own Application Insights resource at environment level in Business Central and receive this telemetry directly into its own Azure subscription.

6.4. Because the App operates within the Customer's environment and SS Dynamics does not receive the Customer's business data, SS Dynamics is not a data processor in respect of that data under the Digital Personal Data Protection Act, 2023 or comparable legislation. The Customer remains responsible for the lawfulness of the personal data it collects, processes and transmits.

## 7. Support and updates

7.1. The Customer may report suspected defects to [support@ssdynamics.co.in](mailto:support@ssdynamics.co.in). SS Dynamics will review such reports on a reasonable-endavors basis and may address confirmed defects in a later release. No response time, resolution time or availability commitment applies, and no service level agreement is offered.

7.2. Implementation, configuration, mapping, migration, training, enhancements and any work requiring access to the Customer's systems or data are not included and are available only under a separate written agreement.

7.3. SS Dynamics will use reasonable endeavors to maintain compatibility with supported versions of Business Central online. The Customer shall keep the App current; SS Dynamics does not warrant superseded versions. SS Dynamics may modify or discontinue the App and will use reasonable endeavors to give not less than 90 days' notice via the AppSource listing before discontinuing it.

## 8. No warranty

8.1. To the maximum extent permitted by law, the App is provided "as is" and "as available", without warranty, condition or representation of any kind, express, implied or statutory, including any implied warranty of merchantability, fitness for a particular purpose, accuracy or non-infringement.

8.2. SS Dynamics does not warrant that the App will be uninterrupted or error-free, that it will meet the Customer's requirements, that it will interoperate with any particular HMS, or that any defect will be corrected. SS Dynamics warrants only that it has the right to license the App on these Terms.

## 9. Liability

9.1. Nothing in these Terms limits liability for death or personal injury caused by negligence, for fraud, or for any liability that cannot lawfully be limited.

9.2. Subject to Clause 9.1, SS Dynamics shall not be liable for any loss of profit, revenue, savings, business or goodwill, loss or corruption of data, regulatory fine or penalty, or any indirect, special or consequential loss, however arising, even if advised of the possibility of it.

9.3. Subject to Clause 9.1, the total aggregate liability of SS Dynamics in connection with these Terms and the App shall not exceed the fees actually received by SS Dynamics in respect of the App from or in relation to the Customer in the twelve months preceding the claim, or INR 25,000, whichever is the greater.

9.4. Any claim arising out of or relating to the App or these Terms must be brought within one year of the date on which it arose.

9.5. SS Dynamics is not liable for any failure or delay caused by circumstances beyond its reasonable control.

## 10. Term and termination

10.1. These Terms take effect when the Customer first installs or uses the App and continue until terminated.

10.2. The Customer may terminate at any time by uninstalling the App and ceasing all use of it. SS Dynamics may terminate on written notice where the Customer materially breaches these Terms and, where capable of remedy, fails to remedy within thirty days.

10.3. On termination the license ends and the Customer shall uninstall the App. Data already posted into the Customer's Business Central environment remains the Customer's, although records and objects introduced by the App may become inaccessible once it is uninstalled. The Customer is responsible for extracting any such data beforehand.

10.4. Clauses 4, 5, 6, 8, 9 and 11 survive termination.

## 11. General

11.1. Microsoft is not a party to these Terms, gives no warranty in respect of the App and has no liability in relation to it. Nothing here varies the Customer's agreement with Microsoft or the terms applicable to Microsoft AppSource, which prevail in the event of conflict.

11.2. SS Dynamics may amend these Terms. The current version is published at our website <https://ssdynamics.co.in>. Amendments take effect on the earlier of the Customer's installation of a later version of the App and thirty days after publication, and continued use constitutes acceptance.

11.3. The Customer may not assign these Terms without prior written consent. If any provision is held unenforceable it shall be severed and the remainder shall continue. Failure to enforce a right does not waive it.

11.4. Unless the Customer notifies SS Dynamics otherwise, SS Dynamics may identify the Customer as a user of the App in its customer list and marketing material.

11.5. Notices to SS Dynamics shall be sent to [support@ssdynamics.co.in](mailto:support@ssdynamics.co.in). Notices to the Customer shall be sent to the contact details supplied by the Customer or to the administrative contact of the environment in which the App is installed.

11.6. These Terms are governed by the laws of India and the courts at Delhi shall have exclusive jurisdiction. This does not prevent SS Dynamics from seeking injunctive relief in any competent court.

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Support: [support@ssdynamics.co.in](mailto:support@ssdynamics.co.in) | Web: <https://ssdynamics.co.in>