

Diagnostics and Usage Data Collection Privacy Policy

In Docentric CE for Microsoft Dynamics 365 and/or other apps on Microsoft Power Platform

This privacy policy sets out the basis on which any diagnostics and usage data we collect from you, or that you provide to us, through your use of the software application **Docentric CE** (“Application”) for Microsoft **Dynamics 365 and/or other apps on Microsoft Power Platform** will be processed by us. The Application is created by Docentric d.o.o. company.

As you use the Application, we might collect diagnostics and usage information which helps us find and fix issues and improve our product and services.

WHAT INFORMATION DOES THE APPLICATION OBTAIN AND HOW IS IT USED?

The Application will automatically collect error data when one occurs in the Application. Also, the Application will automatically record the following information:

- TenantId - Azure tenant GUID
- EnvironmentId - Dataverse environment GUID
- EnvironmentUrl - Environment URL
- BusinessUnitId - Id of the business unit, current user belongs to
- DotNetVersion - .NET runtime version
- PlatformVersion - Power Platform version
- ApplicationVersion - Docentric CE solution version
- LicenseVersion - License version
- LicenseId - License ID
- OperationName - plugin/API name
- UserId - Id of the current user.
- CorrelationId - UI session or other correlation ID
- ExecutionTime - Execution time of request in milliseconds

The Application WILL NOT collect:

- Report Data
- Report Designs

- Generated Reports
- Current User Information
- Any other business data

WHO WILL HAVE ACCESS TO INFORMATION OBTAINED BY THE APPLICATION?

Your data will be used only by Docentric d.o.o. We will not share your information with third-parties unless this is required by law, or other legal basis.

WHAT ARE MY OPT-OUT RIGHTS?

You may stop all collection of information by the Application at any time by turning off the **Send diagnostics data to Docentric** option in the Application, or by uninstalling the Application.

DATA RETENTION POLICY

The data will be stored and used exclusively for fixing issues and improving the Application. These data will be kept for a maximum period of three months.

SECURITY

We are vigilant about safeguarding the confidentiality of your information. The information will be stored with the **Microsoft Application Insights** service hosted by Microsoft Azure that provides out-of-the-box physical, electronic, and procedural safeguards to protect information we process and maintain.

CHANGES

This Privacy Policy may be updated from time to time for any reason. Any changes to the Privacy Policy will be posted on <https://ce.docentric.com/> and where appropriate, notified to you.

YOUR CONSENT

By using the Application with the **Send diagnostics to Docentric** option turned on, you are providing consent for us to process your information as set forth in the Privacy Policy. "Processing" means collecting and conducting analyses of the information collected by the Application (see above). The information will be stored with the **Microsoft Application Insights** service hosted by Microsoft Azure. The information will be processed only under strict privacy standards.

LIABILITY

The use of the Application is entirely at the user's own risk. We cannot be held liable for any damages directly or indirectly resulting from the use of this Application. We cannot be held liable for the consequences of any inaccuracies, incorrect information or other

imperfections in the Application. No rights may be derived from the information presented.

CONTACT US

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at info@docentric.com.

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