

Push365

Privacy Policy

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Document History

Date	Version	Modified By	Description
2019-10-01	1	Push365 Customer Services	

Getting Started

This guide outlines security and privacy information that **Push365** (“Push365”, “we”, “us” or “our”) gathers, how we use that information and the options you have to access, correct or delete such information.

Your continued use of our websites (*main and all sub domains*) and Microsoft Dynamics 365 Solutions will be regarded as acceptance of our practices around privacy and personal information.

If you have any question about how we handle user data and personal information feel free to contact us by dataprivacy@push365.co

This policy is effective as of 01 October 2019.

Privacy

Your privacy is important to us. It is **Push365** 's policy to respect your privacy regarding any information we may collect from you accross our websites (*main and all sub domains*), and Microsoft Dynamics 365 solutions.

We only ask for personal information or business information when we truly need it to provide service to you and your users. We collect it by fair and lawful means, with your knowledge and consent. We also let you know whery we are collecting it and how it will be used.

We only retain collected information for as long as necessary to provide you with your requested service. What data we store, we will protect within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

We do not share any personally identifying information publicly or with third-parties, except when required to by law or any integration between them.

We will not sell, rent, share or otherwise disclose your personal and business information to anyone except as necessary to provide you our services or as otherwise described in this Policy without first providing you with notice and opportunity to consent.

Our **websites (*main and all sub domains*) and Microsoft Dynamics 365 solutions** that we own and operate may link to external sites that are not operated by us. Please be aware that we have no control over the content of these web sites, and can not accept reponsibility or liability for their respective privacy policies.

Information We Collect

Microsoft Dynamics 365 / CRM Organization Information

When you register your Microsoft Dynamics 365 / CRM instance, we collect following informations of your Microsoft Dynamics 365 instance, your business information and your system administrator's personal data.

We refer to this informations as "Organization Information" for purposes of this policy. "Organization Information" is required to identify you as "Customer" and provide singularity.

- About Microsoft Dynamics 365/CRM instance;
 - Organization Identity
 - Organization Unique name
 - Organization Name
 - Language Code
- About Business;
 - Business Name
 - Phone Number
 - Email
 - Country
 - Address
- About System Administrators;
 - Fullname
 - Email
 - Mobile Phone Number
- About System Users;
 - Dynamics 365 Identity
 - Domain name
 - Fullname
 - Email
 - Windows Live Id
 - Mobile Phone

Notification Information

We only collect basic information about notifications such as recipient users, sent date, delivery date and Google Firebase Notification Identity.

Notifications are excluded from [log files](#), we do not collect any confidential information of your notifications. When we create a log record for a notification, we are remove body of request and just keeping some identical parameters.

User's Internet Browser Identity, Cookie and Other Tracking Technologies

We may use cookies and other information gathering technologies for a variety of purposes such as providing us with information about how you interact with our websites (*main and all sub domains*), and Microsoft Dynamics 365 solutions.

We are also using analytics and insight tools to improve our products, these tools may set cookies and other identical data for your internet browser.

User's Instance ID to Push Notification

Since we use Google Firebase Cloud Messaging Service, we are storing your users "Instance ID" information to determine which devices to deliver messages.

We are also store unique "Internet Browser Identity (Footprint)" which matched this "Instance ID".

Push365 and also Firebase retains this "Instance ID" informations until your users unsubscribe from **Push365** Push Notification Service. After unsubscribe call, data is removed from live database within 30 days and backup systems within 180 days. (This retention duration is 180 days for Google Firebase Cloud Messaging Service).

Log Files

We are storing our APIs calls to improve our products and also resolve issues which impact your business.

These log files contains request data, response data and also some statistics data such as fault reasons, totatl duration.

These log files may contains some identical information such as your organization identity, user identity and various parameters which related request.

How We Use Information We Collect

Push365 only processes informations in a way that compatible with and relevant for the purpose for which it was collected.

- Improve our websites (*main and all sub domains*), and Microsoft Dynamics 365 solutions
- Send transactional messages including important alerts, technical notices, updates, purchase confirmations and invoices, and also administrative messages.

Information Sharing

We work with other companies who help us to run our business (“Service Providers”, “they”). These companies provide services to help us deliver customer support, process payments, analytics and insights data.

We do not permit our Service Providers to use any personal information we share with them for their own marketing purposes. On the other hand, Service Providers may use your informations which collected by themself when you are operating from their systems.

In addition to sharing with Service Providers as described above, we may also share your information with others in the following circumstances;

- With our resellers and other sales partners who may help us distribute the Services to Customer.
- With Microsoft, when you install our Microsoft Dynamics 365 Solution from AppSource (Microsoft marketplace)
- When we are required to disclose information to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims.
- As you may otherwise consent from time to time

Data Security, Data Integrity and Access

We take all reasonable steps to protect information we receive from you from loss, misuse or unauthorized access, disclosure, alteration, and/or destruction. We have put in place appropriate physical, technical, and administrative measures to safeguard and secure your information, and we make use of privacy-enhancing technologies such as encryption.

Notification of Changes

If we make changes to this Policy that we believe materially impact the privacy of your data, we will promptly provide notice of any such changes (*and, where necessary, obtain consent*), as well as post the updated Policy on our main website noting the effective date of any changes.

English Language Controls

In the event of any ambiguity or conflict between translations, the English version is authoritative and controls.