

# Microsoft Dynamics AX 2012 privacy statement

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Microsoft is committed to protecting your privacy, while delivering software that brings you the performance, power, and convenience you desire in your personal computing. This privacy statement explains the data collection and use practices for Microsoft Dynamics AX 2012, Microsoft Dynamics AX 2012 Feature Pack, Microsoft Dynamics AX 2012 R2, and Microsoft Dynamics AX R3 (collectively "Microsoft Dynamics AX"). It also describes information pertaining to pre-release versions of the software. This privacy statement does not apply to other online or offline Microsoft sites, products, or services.

Microsoft Dynamics AX is a comprehensive enterprise resource planning (ERP) solution for midsize and larger organizations that empowers people to work effectively, manage change, and compete globally. It makes it easy to operate across various locations and countries by standardizing processes, providing visibility across your organization, and helping to simplify compliance.

## Collection and Use of Your Information

The information we collect from you will be used by Microsoft and its controlled subsidiaries and affiliates to enable the features you are using and provide the service(s) or carry out the transaction(s) you have requested or authorized. It may also be used to analyze and improve Microsoft products and services.

Except as described in this statement, any personal information you provide will not be transferred to third parties without your consent. We may hire other companies to provide limited services on our behalf, such as answering customer questions about products or services, or performing statistical analysis of our services. We will only provide those companies the personal information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Microsoft may access or disclose information about you, including the content of your communications, in order to: (a) comply with the law or respond to lawful requests or legal process; (b) protect the rights or property of Microsoft or our customers, including the enforcement of our agreements or policies governing your use of the services; or (c) act on a good faith belief that such access or disclosure is necessary to protect the personal safety of Microsoft employees, customers, or the public. We may also disclose personal information as part of a corporate transaction such as a merger or sale of assets.

Personal information that is collected by or sent to Microsoft by Microsoft Dynamics AX may be stored and processed in the United States or any other country in which Microsoft or its affiliates, subsidiaries, or service providers maintain facilities. Microsoft abides by the US-EU Safe Harbor Framework and the US-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Economic Area, and Switzerland. To learn more about the Safe Harbor program, and to view our certification, please visit [www.export.gov/safeharbor/](http://www.export.gov/safeharbor/).

## Collection and Use of Information about Your Computer

When you use software with Internet-enabled features, information about your computer (“standard computer information”) is sent to the Web sites you visit and online services you use. Microsoft uses standard computer information to provide you Internet-enabled services, to help improve our products and services, and for statistical analysis. Standard computer information typically includes information such as your IP address, operating system version, browser version, and regional and language settings. In some cases, standard computer information may also include hardware ID, which indicates the device manufacturer, device name, and version. If a particular feature or service sends information to Microsoft, standard computer information will be sent as well.

## Security of your information

Microsoft is committed to helping protect the security of your information. We use a variety of security technologies and procedures to help protect your information from unauthorized access, use, or disclosure. For example, we store the information you provide on computer systems with limited access which are located in controlled facilities.

## Microsoft Account

In order to access certain Microsoft Dynamics AX online services, you will be asked to enter an e-mail address and password, which we refer to as your Microsoft Account. After you create your account, you can use the same credentials to sign in to many different Microsoft sites and services. By signing in to one Microsoft site or service, you may be automatically signed in when you visit other Microsoft sites and services. To learn more about how your credential information is used when you sign in to participating sites, please read the Microsoft Privacy Statement at <http://go.microsoft.com/fwlink/?LinkId=248681>.

## Specific Features

### Customer Experience Improvement Program

**What This Feature Does:** The Customer Experience Improvement Program (CEIP) collects basic information about your hardware configuration and how you use our software and services in order to identify trends and usage patterns. CEIP also collects the type and number of errors you encounter, software and hardware performance, and the speed of services. We will not collect your name, address, or other contact information.

**Information Collected, Processed, or Transmitted:** For more information about the information collected, processed, or transmitted by CEIP, see the CEIP privacy statement at <http://go.microsoft.com/fwlink/?LinkId=200012>.

**Use of Information:** We use this information to improve the quality, reliability, and performance of Microsoft software and services.

**Choice/Control:** Microsoft Dynamics AX has both client and server components. The CEIP can be joined for either or both components. You are offered the opportunity to participate in CEIP for the server during setup, and for the client, after installation when the Microsoft Dynamics AX client is launched for the first time. If you choose to participate and later change your mind, you can turn off CEIP at any time by doing the following:

1. In the Microsoft Dynamics AX client, in the upper-right corner of the screen, click the Help icon > **Privacy Options**.
2. Select **No, I don't wish to participate**.

If you are an administrator, you can turn off CEIP for the server by doing the following:

1. In the Microsoft Dynamics AX client, in the Navigation pane, click **System administration**, and then under **Setup**, click **System > Customer feedback options**.
2. Select **No, I don't wish to participate**.

**Pre-Release Software :** This section is relevant only for pre-release versions of Microsoft Dynamics AX. For pre-release versions of the software, CEIP is turned on by default so that we can collect information about how you use Microsoft Dynamics AX in order to improve the commercially released software.

## Online Help

**What This Feature Does:** You can choose to have Help search online when you are connected to the Internet, giving you the most up-to-date content available.

**Information Collected, Processed, or Transmitted:** When you use online Help, your request is sent to Microsoft, as well as any rating or feedback you choose to provide about the help topics presented to you. If you type any personal information into the search or feedback boxes, the information will be sent to Microsoft, but will not be used to identify or contact you.

**Use of Information:** Online Help uses the information in your search to return the most relevant results, improve the existing content, and develop new content.

**Choice/Control:** If online Help is turned off, results from online Help will not be included when you use Help.

## Microsoft Dynamics Online Sites Service Synchronization for HCM

**What This Feature Does:** This feature provides a way to publish open recruitment projects (jobs) to the Microsoft Dynamics Sites. The recruitment projects are available to applicants to submit applications for the open jobs. Once application information is entered in the Microsoft Dynamics Sites solution, the synchronization updates the Microsoft Dynamics AX recruit project with applicant and application information.

**Information Collected, Processed, or Transmitted:** Information collected includes only information provided by the applicant. This includes name and contact information of the applicant as well as related resume data and any attachments provided by the applicant.

**Use of Information:** Information is used within Microsoft Dynamics AX for the recruiting processes and for the open positions posted.

## Microsoft Dynamics AX

**Choice/Control:** This feature is available via a web browser. This feature is enabled within Microsoft Dynamics AX to produce URLs for selected open recruit projects. The feature can be disabled in the Human Resources module at multiple levels: the specific recruitment project, the individual company, or for all companies.

## Trace Parser

**What This Feature Does:** Collects traces of processes running inside of Microsoft Dynamics AX to help system administrators troubleshoot software performance issues. The trace sources can be Rich Client processes, EP processes, or Reports. Traces can be done using the Tracing Cockpit in Microsoft Dynamics AX. Outside of Microsoft Dynamics AX, traces can also be done via code or Performance Monitor (perfmon).

**Information Collected, Processed, or Transmitted:** X++ Call stacks, SQL Queries, and bind parameters of SQL Queries. During the collection of traces it is possible that personally identifiable information (PII) can be captured within the trace if its associated data is traced. This is especially likely if the trace is enabled to run with the "bind parameters" option for SQL Statements enabled. You must select the events you want to trace using Trace Parser. Trace files are stored locally, in a location at the choice of the user. Trace Parser does not enable or allow for transmission of any data back to Microsoft, or to any third-party.

**Use of Information:** The trace file is used to troubleshoot performance issues in Microsoft Dynamics AX. The data is saved in a trace file that is stored on the user's computer system in a location of their choice.

**Choice/Control:** In the Tracing Cockpit it is possible to deselect the "bind parameters" option. When tracing using xClassTrace to start/stop a trace it is possible to disable the "bind parameters" option by providing a certain keyword. When tracing using Performance Monitor (perfmon) it is possible to disable the "bind parameters" trace functionality, as well. Please see the appropriate Microsoft Windows documentation regarding Performance Monitor.

## Microsoft Dynamics ERP RapidStart Services

**What This Feature Does:** Microsoft Dynamics ERP RapidStart Services provides Partners/Customers the ability to configure an instance of Microsoft Dynamics AX through a cloud-based interview-style questionnaire by abstracting the Microsoft Dynamics AX specific terms into more general business process terminology. Additionally, Partners may build and maintain configurations of their custom solutions in addition to extending the Microsoft Dynamics AX configuration to meet their needs.

**Information Collected, Processed, or Transmitted:** Information collected includes only information provided by the users including master data, configuration data and metadata, but does not include reference data which is provided by RapidStart Services as part of the service.

**Use of Information:** Information collected will be used to configure an instance of Microsoft Dynamics AX. Microsoft may also use the configuration data to analyze how customers use Microsoft Dynamics AX in order to help determine future investment areas for both Microsoft Dynamics AX and RapidStart Services.

**Choice/Control:** The feature is accessible only through a web browser with access controlled through the Microsoft Dynamics Online Partner/Customer authentication process. For further details please see the Dynamics Online privacy statement at <http://go.microsoft.com/fwlink/?LinkID=214600&clid=0x409>.

## Changes

If we post changes to this statement, we will revise the “last updated” date at the top of the statement. Consult with the organization that provides you access to their services to learn more about changes to the privacy practices.

## How to Contact Us

Please direct privacy-related inquiries to the organization that provides you access to the services. Microsoft customers should contact Microsoft at this web site [here](#). You may also contact us by mail. Our mailing address is:

Microsoft Privacy  
Microsoft Corporation  
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