

Privacy Policy

Effective Date: July 21, 2026

Customer Pulse AI respects your privacy and is committed to protecting the personal and business data you share with us. This Privacy Policy explains how we collect, use, and protect your information in connection with our software, Customer Pulse AI, offered on the Microsoft Store.

By using this Product, you agree to the practices described in this Privacy Policy.

1. Information We Collect

1.1. Information You Provide

When you use the Product, you may provide the following types of information:

User Data: Names, email addresses, or other contact information necessary for account setup.

Business Data: Information related to your organization and the Dynamics 365 operations, as inputted by you or your team.

1.2. Information Collected Automatically:

The Product does not collect information automatically. Any data processing is limited to interactions between Dynamics 365 and WhatsApp.

2. How We Use Your Information

We use the information provided or generated through the Product solely for:

Facilitating WhatsApp integration with Dynamics 365.

Supporting Dynamics 365 operations through message synchronization and communication tracking.

Ensuring Product functionality, maintenance, and updates.

We do not access, store, or use your data for purposes beyond those required to operate the Product.

3. Data Sharing and Third Parties

3.1. Third-Party Services:

The Product interacts with Dynamics 365 and WhatsApp APIs. By using the Product, you agree to the terms of service and privacy policies of these third-party services.

3.2. No Unauthorized Sharing:

We do not sell, share, or disclose your information to third parties except as required by law or for operational purposes (e.g., to ensure proper API functionality).

4. Data Security

We implement industry-standard security measures to protect your data, including:

Encrypted connections for all data transfers.

Restricted access to systems and resources.

Regular security audits to maintain compliance.

However, as with any software, no method of transmission or storage is 100% secure. Please ensure that you also follow best practices to safeguard your data.

5. Data Retention

The Product does not store any user or business data outside of the systems it integrates with (Dynamics 365 and WhatsApp). All data is retained and managed by those systems based on their respective policies.

6. Your Rights

You have the right to:

Access or correct any data you provide through the Product.

Disconnect or uninstall the Product at any time.

Contact us regarding data handling questions or concerns.

To exercise these rights, please reach out to info@nsquareexperts.com.

7. Compliance with Microsoft Store Policies

This Privacy Policy aligns with Microsoft Store guidelines and requirements. The Product is designed to operate within Microsoft's trusted ecosystem and adheres to its security, privacy, and compliance standards.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal, regulatory, or operational requirements. Updated policies will be posted on the Microsoft Store page, and continued use of the Product signifies your agreement to the revised terms.

9. Contact Information

If you have any questions or concerns about this Privacy Policy or the Product, please contact us at: info@nsquareexperts.com

By using Customer Pulse AI, you acknowledge that you have read and understood this Privacy Policy.