

Version November 2024



## Frequently Asked Questions

Welcome to our FAQs on Data Protection, Cloud Security, and GDPR. This quick guide helps you to understand whether and how we process your data, especially concerning cloud security (SaaS).

Part 1 – General Information		
#	Question	Response
<b>General</b>		
	Vendor/Provider Name	PTM EDV Systeme GmbH
	Vendor/Provider Website	<a href="http://www.ptm-edv.at">www.ptm-edv.at</a>
	Product Websites	<a href="http://www.mscrm-addons.com">www.mscrm-addons.com</a> <a href="http://www.poweraddons.com">www.poweraddons.com</a>
	Registered Office	Bahnhofguertel 59 8020 Graz Austria
	Legal Documents (General T&C, Data Processing Contract)	<a href="https://www.mscrm-addons.com/LegalDocuments">https://www.mscrm-addons.com/LegalDocuments</a>
	Support Terms and Conditions	<a href="https://www.mscrm-addons.com/language/en-US/Support/Terms-Conditions">https://www.mscrm-addons.com/language/en-US/Support/Terms-Conditions</a>
	Data Protection Officer (external)	Karl Pusch (DPO Consult GmbH)
	Data Protection Coordinator (internal)	Julian Handl, Office & ISMS Manager <a href="mailto:gdpr@ptm-edv.at">gdpr@ptm-edv.at</a>
	Certifications	<ol style="list-style-type: none"> <li>1. Since April 2024 PTM EDV Systeme GmbH has been <b>ISO27001:2022</b> certified. For further details please see the first section below. The certificate will be provided upon request.</li> <li>2. We participate in the <b>Microsoft 365 App Compliance Program</b> and hold a Publisher Verification. Our Add-Ons are available on <a href="https://www.microsoft.com/appsourcelibrary">Microsoft AppSource</a> and have undergone the AppSource certification process.</li> <li>3. An external gray-box <b>Penetration Test</b> was performed on the website, service configuration, and Azure infrastructure of <a href="http://mscrm-addons.com">http://mscrm-addons.com</a>, in compliance with OWASP Top 10 standards.</li> </ol> <p>The most recent certification can be found <a href="#">here</a>.</p>
<b>ISO27001</b>		

**Any questions?**

Do not hesitate to contact us



[www.mscrm-addons.com](http://www.mscrm-addons.com)



[gdpr@ptm-edv.at](mailto:gdpr@ptm-edv.at)

Scope	All offices and facilities owned and managed by PTM EDV Systeme GmbH. This also includes all websites: www.ptm-edv.at, www.mscrm-addons.com, and www.poweraddons.com, along with their associated services and obligations.
ISMS Team & competences	<ul style="list-style-type: none"> <li>• Christian Ternek CEO &amp; Head of the ISMS</li> <li>• Julian Handl Office &amp; certified ISMS Manager</li> <li>• Patrick Leitner IT-System Administrator &amp; certified ISMS Manager</li> </ul>
ISMS Management	To ensure an even higher standard of our ISMS, we work together with the external consulting and ISMS management company SecFix GmbH.
Covered and implemented topics of relevance	<ul style="list-style-type: none"> <li>• Risk Management</li> <li>• Access Management</li> <li>• Vendor Management</li> <li>• Asset Management</li> <li>• Vulnerability Management</li> <li>• Business Continuity and Disaster Recovery Plans</li> <li>• Incident Response Plan</li> <li>• Cloud Security</li> <li>• Secure Development</li> </ul>
Policy Overview	<a href="#">See Appendix 01</a>
<b>Organizational security</b>	
Do you offer technical and organizational measures according to Art. 32 GDPR?	Yes, you can review them by clicking below: → <a href="#">TOMs - PTM EDV Systeme</a>
Purpose of these TOMs	These TOMs describe the measures of our internal systems where we process general business data such as invoices required for business transactions with you.  <b>No data processed with our products, either by you or your customers, is processed locally on our side!</b>
Do you ensure compliance with information security laws and, if so, how?	Yes, we work with an external data privacy company on a regular basis. Furthermore, that's part of the ISMS scope which is ISO27001 certified.
Has a formal Information Security Policy been implemented?	Yes, all employees are aware of the data protection declaration and have signed the IT security policy.

	How do you ensure that all employees are aware of the most important cyber security issues?	Every employee has to complete an online training provided by our ISMS Consultant Company SecFix at least yearly. Also, our Cyber Insurance includes a detailed Cyber Security training program provided by Hiscox, which we use for further training.
	Does your organization enforce a strong password policy?	Yes, passwords must contain at least 10 characters, including 8 alphanumeric characters, upper and lower case letters, one number, and one special character. Passwords must be securely managed with KeePass.
	Regarding the Software, please describe your patch management process	<ol style="list-style-type: none"> <li>1. Issue Reporting: Customer-reported issues or internal testing identify issues.</li> <li>2. Issue Reproduction/Analysis: Reported issues are thoroughly reproduced and analyzed.</li> <li>3. Fix or Workaround Implementation: Fixes or workarounds are implemented.</li> <li>4. Testing: Comprehensive testing is conducted, including automated and manual testing.</li> <li>5. Release: The fixed and tested solution is released to ensure availability to users.</li> </ol> <p>Comment: Standard issues under our control are typically resolved within a few days after reproduction and analysis. Critical fixes are promptly released. Fortunately, we haven't experienced any critical incidents to date.</p>
<b>Physical security</b>		
	Do you apply physical security measures to information security, and if so, to what extent (zone and room security)?	The office and every entrance are monitored with video surveillance cameras. The reception has full overview of every person entering or exiting the company office. The server room is secured with a smart lock, permitting entry only to authorized personnel, with every access logged.
	Do you apply environmental security measures to information security, and if so, which and to what extent (server room tele-technical systems)?	The server room is equipped with a temperature measuring device that alerts the IT Department and CEO of any temperature changes.
<b>Please see our TOMs for further physical security measures</b>		
<b>IT security</b>		
	Has the formal process of granting rights and changes to IT systems been introduced?	Yes, rights management is handled by the IT administration. Changes to IT systems are exclusively

		carried out by the IT administration. For automated services, technical (service) users are designated.
	Do you apply cryptographic security measures and if so, to what extent?	Yes, cryptographic security measures are employed on the hard disks (PCs & Laptops) to prevent data loss in case of stolen company devices. Additionally, the VPN connection is encrypted with SSL.
	Have you defined IT operational procedures for managing change, performance and separation of environments?	Yes, the IT department oversees change, performance, and separation of environments. Changes undergo testing beforehand, and data is backed up before any change, which can be applied for restoring the testing & operational systems.
	Do you have a Backup Policy and if so, what does it include?	Yes, company servers are regularly backed up based on the importance of data. Customer data is backed up daily.
	How do you ensure protection against malware?	Company devices are safeguarded against malware with antivirus software automatically deployed on every company device, updated automatically, and centrally managed by the IT department.
	Do you record information system events that may have an impact on information security management, do you monitor and secure them and if so, how?	The firewall controls and assesses system security events, monitors, and logs those events. The IT department gets a daily report on every event that happened.
	How do you ensure the security of your network?	The network is segmented, and all traffic is analyzed by a firewall. Antivirus, IPS/IDS, and Application Control features are active on the firewall.
	Do you use wireless networks? How are they secured?	We utilize different segmented wireless networks, some isolated to specific addresses and ports necessary for operation. The company laptop wireless network is secured with two-factor authentication and a ZTNA control from the firewall. All wireless networks are encrypted with the WPA2 standard.
<b>Please see our TOMs for further IT security measures</b>		

Part 2 – DocumentsCorePack Online Service		
#	Question	Response
<b>General information</b>		
	Short Description of the Product	DocumentsCorePack is a professional document generation and processing tool for Microsoft Dynamics 365 & Power Platform.
	Description of the Service	The online service, configured on our homepage, is hosted on one of our Microsoft Azure Servers. This service is necessary for the connection to the customer's Dynamics 365 instance.
	Purposes of the Service	Once a customer sends a document generation request the service will grab the request from Dynamics 365, retrieve the data, generate the document and push it back to Dynamics 365. Afterwards, the document can be accessed by customers.
	Description of the Service Architecture (data flow diagram)	<a href="https://support.mscrm-addons.com/knowledgebase/documentscorepack-online-scheme-2/">https://support.mscrm-addons.com/knowledgebase/documentscorepack-online-scheme-2/</a>
	Service Configuration with Step-by-Step Video	<a href="https://www.mscrm-addons.com/Products/DocumentsCorePack/ServiceConfiguration">https://www.mscrm-addons.com/Products/DocumentsCorePack/ServiceConfiguration</a>
	Product and Azure-specific TOMS	<a href="https://www.mscrm-addons.com/Portals/0/Legal%20Documents/EN_TechnicalandOrganisationalMeasures(TOMsArt.32GDPR)ProductDeliveryviaMicrosoftAzure.pdf">https://www.mscrm-addons.com/Portals/0/Legal%20Documents/EN_TechnicalandOrganisationalMeasures(TOMsArt.32GDPR)ProductDeliveryviaMicrosoftAzure.pdf</a>
<b>Data Processing</b>		
	Does DocumentsCorePack need to have access to process customers' data?	As outlined in the Online Scheme, temporary access to predefined data is required to generate the document.
	Does the processing involve categories of personal data?	The customer has full control over this aspect. Within the template designer, they determine which data to include in the generated document, which may include personal data.
	Do you save any Data during the generation (is there any Data at Rest)?	No, during standard document generation, data is only retained in memory and not stored beyond the creation process. However, there are three exceptions: <ol style="list-style-type: none"> <li><a href="#">Debugging Enabled by Customer</a> To trace issues with documents the customer can activate debugging. Debug files are auto-deleted after 7 days or immediately by clicking on "Delete Logs" on the service overview</li> <li><a href="#">Large Multipart Document Requests</a> The Azure cache isn't big enough for specific concatenation types to complete the request without</li> </ol>

		<p>data retention. This data is auto-deleted after 7 days as well.</p> <p>3. <a href="#">Customer-activated file storage in Azure Blob.</a></p> <p>Customers can choose to store temporary document files in one of the following locations:</p> <ul style="list-style-type: none"> <li>• <b>As annotations in Dynamics 365 (default):</b> Data is stored and managed entirely within the customer's Dataverse environment.</li> <li>• <b>Customer-Managed Azure Blob:</b> Data is stored in the customer's own Azure Blob. The customer is fully responsible for managing and deleting these files.</li> <li>• <b>Blob Storage managed by mscrm-addons.com:</b> If selected, data is stored temporarily in an Azure Blob managed by mscrm-addons.com and is automatically deleted after 7 days.</li> </ul>
	If there is Data at Rest, how and where is it stored?	<ul style="list-style-type: none"> <li>• <b>Debugging Files and Large Multipart Documents:</b> These are stored temporarily in separate, isolated folders on the same Azure server hosting the service.</li> <li>• <b>Customer-Managed File Storage:</b> When customers store files in their own Dataverse or Azure Blob, data is never stored in an environment managed by mscrm-addons.com.</li> <li>• <b>Blob Storage managed by mscrm-addons.com:</b> Temporary files stored in Azure Blob managed by mscrm-addons.com are securely located in the EU, US, or Australia, depending on the customer's region.</li> </ul> <p>In all exceptional cases, <b>data is isolated by services to ensure security and separation.</b></p>
	Will you transfer or process any personal data of the customer outside the EU?	This can be decided by the customer as well. During the service configuration, the customer selects the data center (location), in which the service should run. By default, the data center with the best possible bandwidth connection to the customer's Dynamics 365 instance is pre-selected.
<b>Third Party</b>		
	Does the service rely on any third parties?	Yes, the service is running on one of our servers, hosted in the Microsoft Azure Datacenter.
	Name of the third party?	Microsoft Ireland Operations Ltd
	Third party compliance	<a href="https://learn.microsoft.com/en-us/azure/compliance/">https://learn.microsoft.com/en-us/azure/compliance/</a>
	Registered head office of the third party?	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland

	Countries where their services are delivered from?	Our Azure Servers are hosted in various data centers. Here is the whole list of data center locations we offer: <a href="https://support.mscrm-addons.com/knowledgebase/datacenter-locations/">https://support.mscrm-addons.com/knowledgebase/datacenter-locations/</a>
	What level of access do they have to client data?	None, they are hosting the server but do not get direct access to customer data.
<b>Security</b>		
	What is the method used to transfer data from the source?	To communicate from the cloud service to Dynamics 365 we use Server2Server authentication or App-Access without the need to store login credentials on our end. The communication is secured via https (TLS 1.2)
	How do you get licensing information from AAD?	For AAD based licensing, we are accessing the UserPrincipalName & Username field of the user record and the AssignedLicenses and ServicePlans. For performance reasons the final list of users & serviceplan assignments is saved as an encrypted value in customer's CRM, where the licensing overview is looking for a cache when being accessed. The information is therefore not stored in any other place than your CRM system!
	Is there a possibility to install the document generation service locally?	Yes, customers with security concerns are eligible to install DCP either on their own Azure VM or on local hardware. Please note that for performance reasons an installation on the VM is recommended.

Part 3 – AttachmentExtractor Online Service		
#	Question	Response
<b>General information</b>		
	Short Description of the Product	AttachmentExtractor helps you to save expensive database space in your DataVerse by extracting attachments and email content from your environment to alternative databases while keeping the user experience unchanged.
	Description of the Service	The online service, configured on our homepage, is hosted on one of our Microsoft Azure Servers. This service is necessary for the connection to the customer's Dynamics 365 instance.
	Purposes of the Service	AttachmentExtractor will retrieve documents from the Dynamics 365 instance, move them to an alternative storage location and deliver them back to Dynamics 365 upon user request.
	Description of the Service Architecture (data flow diagram)	<a href="https://support.mscrm-addons.com/knowledgebase/attachmentextractor-online-scheme/">https://support.mscrm-addons.com/knowledgebase/attachmentextractor-online-scheme/</a>
	Service Configuration with Step-by-Step Video	<a href="https://www.mscrm-addons.com/Solutions/AttachmentExtractor/Start-AttachmentExtractor-Trial">https://www.mscrm-addons.com/Solutions/AttachmentExtractor/Start-AttachmentExtractor-Trial</a>
	Product and Azure specific TOMS	<a href="https://www.mscrm-addons.com/Portals/0/Legal%20Documents/EN_TechnicalandOrganisationalMeasures(TOMsArt.32GDPR)ProductDeliveryviaMicrosoftAzure.pdf">https://www.mscrm-addons.com/Portals/0/Legal%20Documents/EN_TechnicalandOrganisationalMeasures(TOMsArt.32GDPR)ProductDeliveryviaMicrosoftAzure.pdf</a>
<b>Data Processing</b>		
	Does the processing involve categories of personal data?	That can be decided by the customer. The customer configures the service and therefore decides which data he would like to have extracted.
	During the extracting process, which data is stored by the provider?	None! As described in the online scheme above, data never gets stored on the service engine.
	Will you transfer or process any personal data of the customer outside the EU?	This can be decided by the customer as well. When creating the service, you can simply select the server (and therefore the location) on which the service should be installed. By default, the data center with the best possible bandwidth connection to the customer's Dynamics 365 instance is pre-selected.
<b>Third Party</b>		
	Does the service have any dependency on any third parties?	Yes, the service is running in the Microsoft Azure Datacenter.
	Name of the third party?	Microsoft Ireland Operations Ltd
	Registered head office of the third party?	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland



	The country or countries that their services are delivered from	Our Azure Servers are hosted in different data centers. Here is the whole list of data center locations we offer: <a href="https://support.mscrm-addons.com/knowledgebase/datacenter-locations/">https://support.mscrm-addons.com/knowledgebase/datacenter-locations/</a>
	The access that they have to client data	None, they are hosting the server but do not get access to customer data.
<b>Security</b>		
	What is the method used to transfer data from the source?	The cloud service is securely communicating with Dynamics 365 web services using methods provided by the Dynamics 365 SDK (TLS 1.2, OAuth authentication). We employ Server-to-Server authentication or App-Access for the communication thereby eliminating the need for login credentials storage
	How do you get licensing information from AAD?	For AAD based licensing, we are accessing the UserPrincipalName & Username field of the user record and the AssignedLicenses and ServicePlans. For performance reasons the final list of users & serviceplan assignments is saved as an encrypted value in the customer's CRM, where the licensing overview is looking for a cache when being accessed. The information is therefore not stored in any other place than your CRM system!
	Is there a possibility to install the document generation service locally?	Yes, customers with security concerns are eligible to install AE either on their own Azure VM or on local hardware. Please note that for performance reasons an installation in the VM is recommended.

## Appendix 01

ISO27001:2022 – Policy Overview		
Number	Name	ISO27001 Reference
Our Policies are approved by our CEO Christian Ternek and will be reviewed at least yearly.		
POL-00	ISMS List of documents	C.6.1.1
POL-01	Scope of the ISMS	C.4.1; C.4.2; C.4.3; C.4.4; C.6.1.1
POL-02	Information Security Management System (“ISMS”)	C.4.4; C.5.1; C.5.2; C.6.1.1; C.6.2; C.7.1; C.8.1; C.9.1; C.9.3; C.10.1; C.10.2; A.18.1.1; A.18.1.2; A.18.2.2
POL-03	Roles, Responsibilities, and Authorities	C.5.1; C.5.2; C.5.3; C.6.1.1; A.5.1.1; A.5.1.2; A.6.1.1; A.7.1.2; A.7.2.1
POL-04	Information Security & Acceptable Use	C.5.1; C.5.2; C.7.2; C.7.3; A.5.1.1; A.5.1.2; A.6.2.1; A.6.2.2; A.7.1.2; A.7.2.1; A.7.2.3; A.8.1.3; A.8.2.3; A.9.2.4; A.9.3.1; A.11.2.6; A.11.2.8; A.11.2.9; A.12.5.1; A.12.6.2; A.16.1.3
POL-05	Document Control	C.7.5.1; C.7.5.2; C.7.5.3; A.18.1.3;
POL-06	Information Security Communication Plan	C.7.3; C.7.4
POL-07	Internal Audits	C.9.2; A.18.2.1; A.18.2.2
POL-08	Cloud Security	C.5.2; A.5.1; A.5.7; A.5.23; A.7.4; A.8.11; A.8.12; A.8.16; A.8.23
POL-09	Risk Management Information Risk Register	C.5.2; C.6.1.1; C.6.1.2; C.6.1.3; C.8.1; C.8.3; A.5.1.1; A.5.1.2; A.6.1.1; A.6.1.5; A.7.2.1; A.14.1.1; A.18.2.1; A.18.2.2; A.18.2.3
POL-10	Physical Security	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.11.1.1; A.11.1.2; A.11.1.3; A.11.1.4; A.11.1.5; A.11.1.6; A.11.2.1; A.11.2.2; A.11.2.4; A.11.2.9
POL-11	Access Control	C.5.2; A.5.1.1; A.5.1.2; A.6.1.2; A.6.2.2; A.7.2.1; A.9.1.1; A.9.1.2; A.9.2.1; A.9.2.2; A.9.2.3; A.9.2.5; A.9.2.6; A.9.3.1; A.9.4.1; A.9.4.2; A.9.4.3; A.9.4.4; A.9.4.5
POL-12	Cryptography	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.10.1.1; A.10.1.2; A.13.2.1; A.13.2.2; A.13.2.3; A.14.1.2; A.14.1.3; A.18.1.5
POL-13	Asset Management	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.8.1.4; A.8.2.3; A.8.3.2; A.8.3.3; A.11.2.5; A.11.2.6; A.11.2.7; A.11.2.8;
POL-14	Data Management	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.8.2.1; A.8.2.2; A.8.2.3; A.8.3.1; A.8.3.2; A.8.3.3; A.11.2.7; A.11.2.8; A.13.2.4;
POL-15	Human Resource Security	C.5.2; C.7.1; C.7.2; C.7.3; C.9.1; A.5.1.1; A.5.1.2; A.7.1.1; A.7.1.2; A.7.2.1; A.7.2.2; A.7.2.3; A.7.3.1; A.8.1.4; A.13.2.4
POL-16	Business Continuity and Disaster Recovery	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.17.1.1; A.17.1.2; A.17.1.3; A.17.2.1;
POL-17	Incident Management	C.5.2; A.5.1.1; A.5.1.2; A.6.1.3; A.7.2.1; A.16.1.1; A.16.1.2; A.16.1.3; A.16.1.4; A.16.1.5; A.16.1.6; A.16.1.7



POL-18	Secure Development	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.14.2.1; A.14.2.2; A.14.2.3; A.14.2.4; A.14.2.5; A.14.2.6; A.14.2.8; A.14.2.9; A.14.3.1
POL-19	Operations Security	C.5.2; A.5.1.1; A.5.1.2; A.6.1.2; A.7.2.1; A.12.1.1; A.12.1.2; A.12.1.3; A.12.1.4; A.12.2.1; A.12.3.1; A.12.4.1; A.12.4.2; A.12.4.3; A.12.4.4; A.12.5.1; A.12.6.1; A.12.6.2; A.12.7.1; A.13.1.1; A.13.1.3; A.14.1.1; A.14.2.2; A.14.2.3; A.14.2.4; A.14.2.5; A.14.2.6; A.14.2.8; A.14.2.9; A.14.3.1; A.18.1.3
POL-20	Third Party Management	C.5.2; A.5.1.1; A.5.1.2; A.7.2.1; A.11.1.1; A.11.1.2; A.11.1.3; A.11.1.4; A.11.1.5; A.11.1.6; A.11.2.1; A.11.2.2; A.11.2.3; A.11.2.4; A.13.1.2; A.13.2.1; A.13.2.2; A.13.2.4; A.14.2.7; A.15.1.1; A.15.1.2; A.15.1.3; A.15.2.1

