

Application Performance Management APM Policy Product Documentation



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APM Policy

Privacy Policy

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1. INTRODUCTION

This Module applies if you use Application Performance Management (“**Feature**”). This Module is incorporated into the privacy policy located at (“**Privacy Policy**”). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2. CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

3. AVAILABILITY

This Feature is available to users globally but primarily intended for users located in the same country/region as the selected service region for optimal performance.

4. HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal bases:

Personal Information	Use	Legal Basis
Access Log Data: request ID, time, your authorized user’s operation behavior (message)	We use this information: To analyze performance of the Feature; To provide after-sales services to you; To optimize and improve the quality	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

of the Feature.

5. HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

6. DATA RETENTION

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Access Log Data	We retain such data for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after thirty (30) days.

Data Processing And Security Agreement

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1. BACKGROUND

This Module applies if you use Application Management System (“**Feature**”). This Module is incorporated into the Data Processing and Security Agreement located at (“**DPSA**”). Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

2. PROCESSING

We will process the following data in connection with the Feature:

Personal Information	Use
Span data: Data transmission between applications, interfaces and methods: component, span kind, status code, traceID, IP, spanID, host name, and any other custom parameters set or customized by you	We only process this data for the purposes of providing the Feature to you. Please note that this data is also shared with (but not stored by) our Tencent Cloud Observability Platform (“ TCOP ”) feature to enable/trigger alarms in CM.

3. SERVICE REGION

As specified in the DPSA.

4. SUB-PROCESSORS

As specified in the DPSA.

5. DATA RETENTION

We will store personal data processed in connection with the Feature as follows:

Personal Information	Retention Policy
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Span Data	We retain such data for as long as your chosen data retention time limit (you may choose any storage period of up to 30 days).
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You can request deletion of such personal data in accordance with the DPSA.

6. SPECIAL CONDITIONS

You must ensure that this Feature is only used by end users who are of at least the minimum age at which an individual can consent to the processing of their personal data. This may be different depending on the jurisdiction in which an end user is located.

Application Performance Management Service Level Agreement

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For details, see [Application Performance Management Service Level Agreement](#).