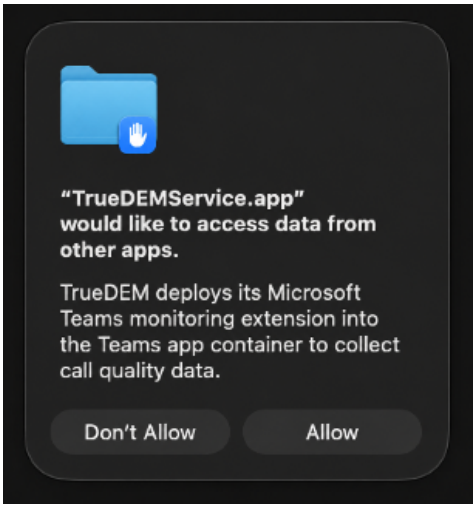
macOS Privacy Preference Policy

On macOS, TrueDEM (>= v1.3.*) collects Microsoft Teams call-quality telemetry through a small extension.

Because macOS treats another application's data folder as private, the operating system asks the user for permission the first time TrueDEM accesses the Microsoft Teams folder. The enduser will see the following dialog:



Known limitation: when the permission is granted (by the enduser) from the dialog, macOS 15 and later store it **for the current session only**. As a result, the prompt can reappear (typically after a restart of the machine/after logging out and back in/if the TrueDEM background service is restarted). This is macOS behaviour and is not specific to TrueDEM.

On some macOS versions there is no dialog at all. Access is refused straight away and macOS instead shows a **notification** saying that TrueDEM tried to access data from another app.
Clicking that notification opens **System Settings Privacy & Security Files and Folders**.

*In order to avoid the dialog (and also the known limitation mentioned in the box above), we recommend in adding a **Privacy Preferences Policy Control (PPPC)** Policy to your macOS Device Management solution.*

The following article describes the policy configuration for Microsoft Endpoint Manager (Intune)

Microsoft Endpoint Manager (Intune) Config

Create a Privacy Preference Policy inside of Intune with the following settings:

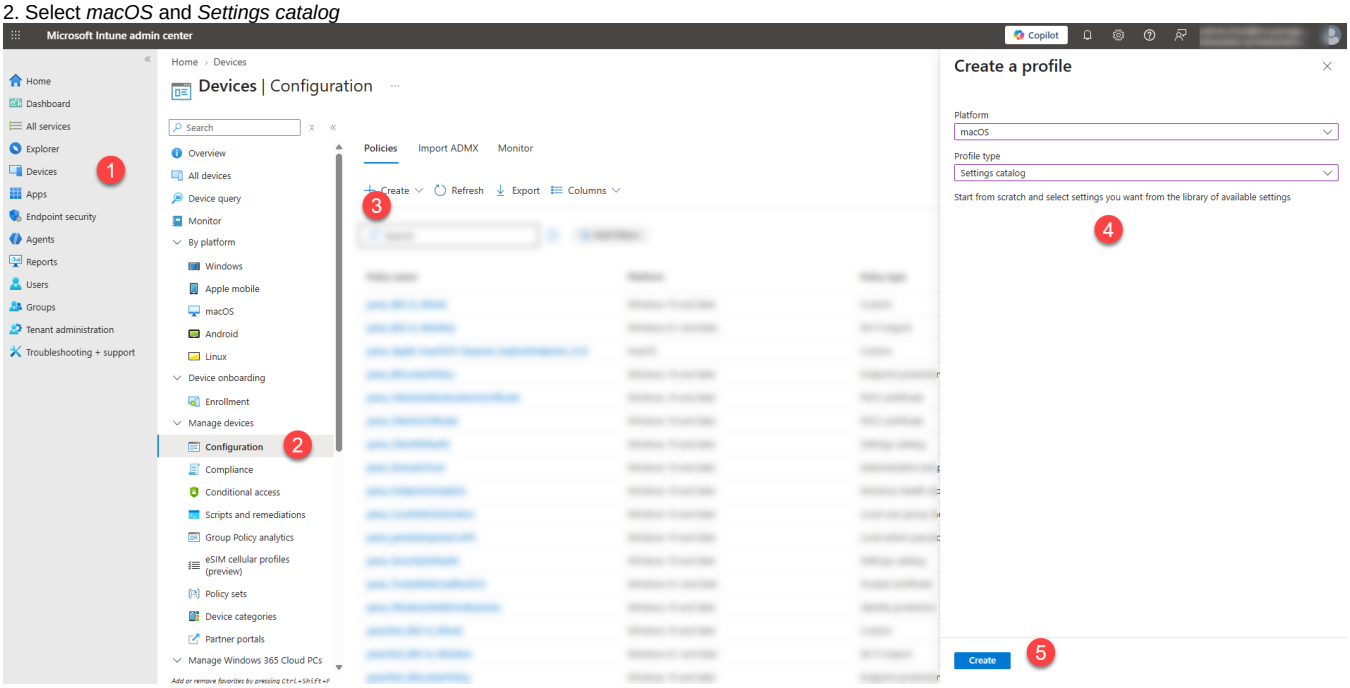
The configuration uses **App Data** and is the least-privilege option.

Authorization	Allow
Code requirement	identifier "com.panagenda.TrueDEMService" and anchor apple generic and certificate 1[field.1.2.840.113635.100.6.2.6] /* exists */ and certificate leaf[field.1.2.840.113635.100.6.1.13] /* exists */ and certificate leaf[subject.OU] = "9598MXNN88"
Identifier:	com.panagenda.TrueDEMService
Identifier type	Bundle ID

Configuration:

1. Open Endpoint Manager - *Devces / Configuration / Create new Policy*

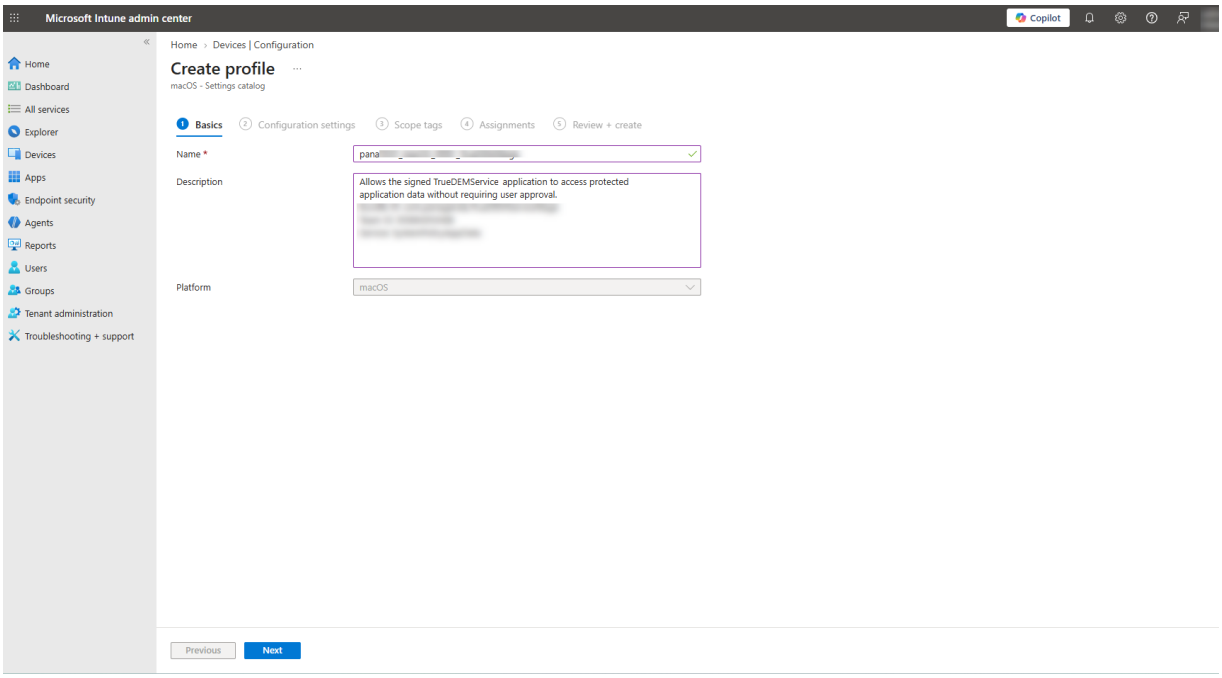
2. Select *macOS* and *Settings catalog*



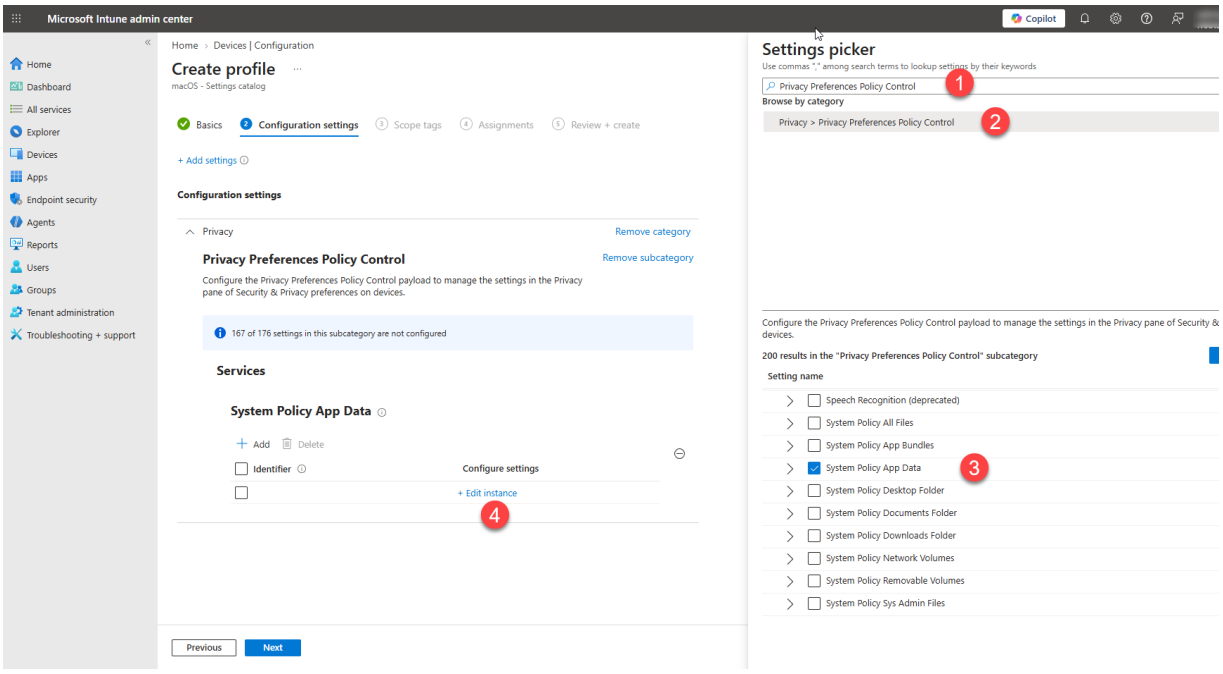
3. Enter a name of the Policy and a Description

Description text example:

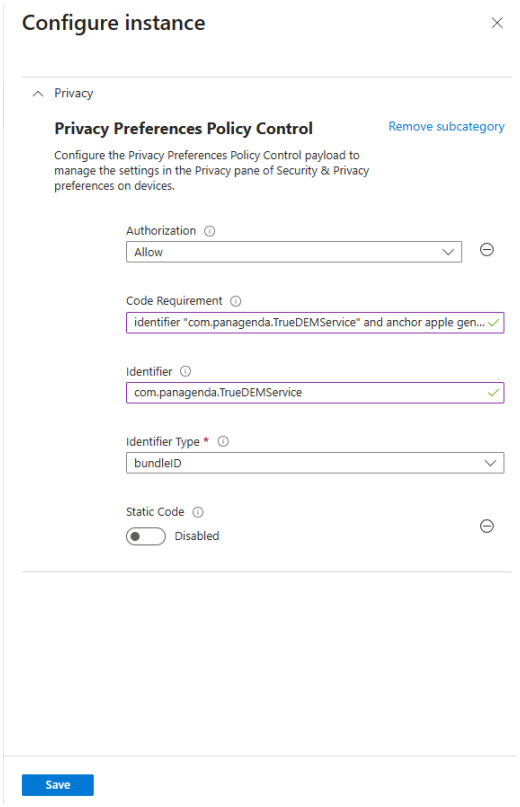
> Allows the signed TrueDEMService application to access protected application data without requiring user approval.
> Bundle ID: com.panagenda.TrueDEMService
> Team ID: 9598MXNN88
> Service: SystemPolicyAppData



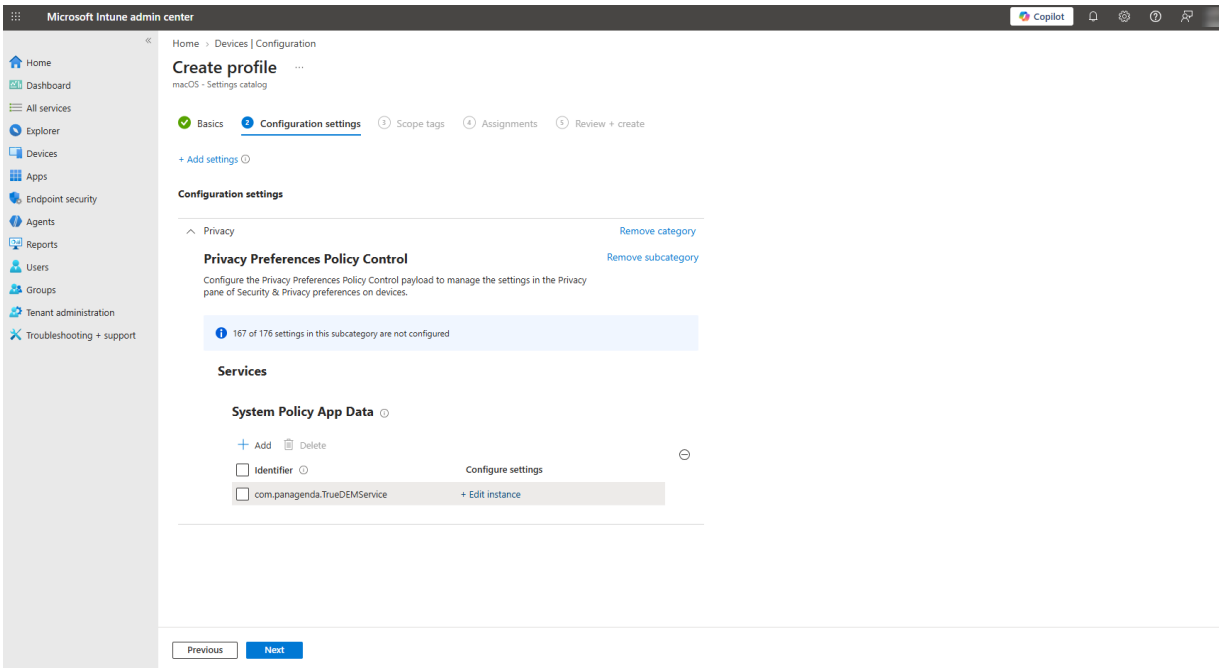
4. Search for "Privacy Preferences Policy Control" and pick *"System Policy App Data"*



5. Use the settings from above and hit Save



6. Click Next and Assign it to your Users


Microsoft Intune admin center
Copilot
Home
Dashboard
All services
Explorer
Devices
Apps
Endpoint security
Agents
Reports
Users
Groups
Tenant administration
Troubleshooting + support
Home › Devices | Configuration
Create profile
macOS - Settings catalog
Basics
2 Configuration settings
3 Scope tags
4 Assignments
5 Review + create
+ Add settings
Configuration settings
Privacy
Remove category
Privacy Preferences Policy Control
Remove subcategory
Configure the Privacy Preferences Policy Control payload to manage the settings in the Privacy pane of Security & Privacy preferences on devices.
167 of 176 settings in this subcategory are not configured
Services
System Policy App Data
Add
Delete
Identifier
Configure settings
com.panagenda.TrueDEMService
+ Edit instance
Previous
Next