snoobi

Snoobi Datafeed Security and Fair Use Policy

This Snoobi Datafeed Policy comes into effect at the first usage by customer of one or more of the specific Datafeed codes assigned to the Snoobi account(s) for which customer has the administrative rights.
This Snoobi Datafeed Policy ends when customer ends the commercial arrangement for the Snoobi account or upon customer's request.

Security Policy

The Snoobi Datafeed provides an alternative access method to the analytics data collected by the Snoobi application for the Customer.

The Snoobi Datafeed does not need a login to the Snoobi account, therefore no checks can be made by Snoobi that the request for data is certified by the owner of the account.

The owner of the account, or the customer's legal representative warrants that access to the account data contained in this datafeed is not against any local law with respect to the usage of the data and made only by persons or entities with the correct clearance level to view and use this data.

The owner of the account is solely responsible for the security of the Snoobi Datafeed and has the obligation to inform Snoobi immediately when security is compromised or has the risk to be compromised. Snoobi will immediately void the datafeed upon receiving any security alert that indicates data security is compromised.

The details of the Datafeed are only available to Snoobi employees who need to know these details to fulfill Snoobi's service delivery. Datafeeds from Snoobi accounts are not used for any other purpose than providing account data to the account owner and users assigned by the account owner and are never made available to others.

Fair Usage Policy

To maintain optimal performance and to ensure that the Snoobi API and Snoobi Datafeed is available to all our customers and does not impact general performance of Snoobi, limits are imposed on the usage of the Snoobi Datafeed.

The number of Datafeed requests is logged, and these logs are subject to Snoobi's review. Excessive (and unfair) usage may result in action being taken to limit or completely remove access to the API or Datafeed.

User informs Snoobi of the intended use of the data obtained with the Datafeed and any changes in the usage.

In most cases, a request for a resource (block of metrics) is counted as just that: one request. In exceptional cases, where a request may cause a very large amount of data extraction and processing to be performed on the server, a request may be counted as more than one request (with respect to the Fair Usage Policy).

The following example requests are exceptional in that requests for them will be counted as multiple requests:

- Identical requests for the same data packet or metrics with more than one request for three months of data within the same second.
- Requests for multiple different datafeeds for the same account with more than 5 requests for a time period of one month within the same second.
- Multiple requests for time periods greater than 3 months within the same minute.

Availability and general

Snoobi does not warrant that Datafeeds are available 24x7. Server load, size of returned data, general internet speed, maintenance (scheduled and ad-hoc) and usage of other Snoobi accounts may impact availability and response times. The usage of the Snoobi Datafeed can be subject to a one-time and annual fee. The general terms and conditions for the use of Snoobi remain in full effect.