

## 1. Purpose

This Fair Use Policy ("Policy") outlines the acceptable use parameters of SharinPix's image management solution ("Services"), integrated with the Salesforce CRM platform and distributed via Salesforce AppExchange. The Policy aims to ensure equitable, secure, and efficient utilization of the Services, thereby preventing disruptions arising from excessive or improper use.

## 2. Scope

This Policy applies to all organizations, affiliates, and/or users accessing the Services through any interface, including but not limited to the managed package, the SharinPix mobile application, or API integrations. By accessing or using the Services, users explicitly acknowledge and agree to comply with this Policy.

## 3. API Usage and Rate Limits

SharinPix operates with an API rate-limiting system to ensure equitable resource access. API calls are made when users interact with any SharinPix resource.

API limits are an industry-standard practice to ensure that no single client monopolizes resources, thus maintaining all users' integrity and performance of SharinPix services. Limits are also designed to protect clients from service degradation caused by other clients overconsuming resources.

Additionally, rate limits function as a security standard, as unusually high API usage can often signal a potential data breach or unauthorized access. This allows for timely intervention to protect client data and maintain platform security.

### 3.1 General Principles

SharinPix implements API rate-limiting mechanisms to:

1. Ensure equitable access to system resources.
2. Protect against service degradation resulting from disproportionate use.
3. Mitigate potential security risks associated with excessive API activity.

### 3.2 Definition and Usage of API Calls

An API call is defined as any user-initiated or system-initiated action that interacts with SharinPix's components or servers. Examples include, but are not limited to:



- Loading image thumbnails or viewing images.
- Tagging, annotating, or organizing images.
- Accessing image URLs via Salesforce or external websites.
- Synchronizing data through Flows, Apex Triggers, or the SharinPix mobile application.
- Importing images via URLs or Salesforce files.
- Accessing shared image or album links.
- Interacting with SharinPix API endpoints (e.g., via REST).

### 3.3 Default Rate Limit Settings

Organizations are allocated 1,000 API calls per licensed user per 24-hour period. For instance:

An organization with 50 user licenses is entitled to a daily limit of 50,000 API calls.

The limit applies globally across the organization, not per individual user.

Exceeding the default allocation may result in service disruption. Rate limits can be adjusted on a case-by-case basis, subject to contractual terms.

### 3.4 Usage Examples

#### a. Standard Interactions:

A user opening 10 albums (20 images each) consumes at least 210 API calls (10 albums + 200 images).

100 users performing similar actions equate to 21,000 API calls.

#### b. Bulk Operations

A developer importing 10,000 images via API consumes an additional 10,000 API calls.

#### c. Public Image Hosting:

Hosting 100 images for a website with 5,000 visitors results in 500,000 API calls (100 calls per visitor)

## 4. Requesting Higher Limits

Organizations requiring higher API thresholds must:

1. Submit a request to [support@sharinpix.com](mailto:support@sharinpix.com), detailing the justification (e.g., increased usage, new features, or integrations).



2. Engage in a review process with SharinPix to assess usage patterns and contractual terms.

Additional fees or contract amendments may apply for approved increases.

## 5. Consequences of Exceeding API Limits

### 5.1 5.1 Service Suspension

If an organization surpasses its allocated API limit:

All API-based interactions will be blocked for the remainder of the 24-hour cycle.

Affected components include, but are not limited to, image URLs, album access, and API workflows.

Error messages will notify users of the exceeded limit.

### 5.2 5.2 Service Restoration

Access is automatically restored at the start of the next 24-hour cycle. Organizations may also submit unblock requests via [support@sharinpix.com](mailto:support@sharinpix.com) for expedited restoration, subject to SharinPix's discretion.

## 6. Handling Excessive API Usage

### 6.1 Bulk Operations and High Web Traffic

Customers planning large-scale operations, such as bulk image imports or public image hosting, must notify SharinPix in advance. Temporary adjustments may be granted to accommodate the increased demand and prevent disruptions.

### 6.2 Unintentional Overuse

Customers are responsible for auditing their systems to ensure that poorly configured Apex code, workflows, or integrations do not generate excessive API calls. SharinPix reserves the right to:

Review and analyze API usage patterns.

Suggest corrective actions to prevent the recurrence of unintentional overuse.

### 6.3 Prohibited Activities

The following activities constitute misuse of the Services:

Attempting to circumvent rate limits.

Engaging in unauthorized data scraping or bulk downloads.

Sharing access credentials with unauthorized users.

Violations may result in service suspension or termination, and potentially legal action.

## 7. Fair Use Compliance

SharinPix is committed to maintaining a stable, secure, and equitable platform for all Customers. Adherence to this Policy ensures:

Reliable access to Services.

Enhanced security against unauthorized access or excessive consumption.

Efficient allocation of resources across all users.

SharinPix reserves the right to modify API limits or suspend accounts demonstrating repeated or egregious violations.

## 8. Policy Updates

SharinPix reserves the right to amend this Policy at any time at its sole discretion. Significant updates will be communicated via email or through designated Customer Success Representatives. Continued use of the Services constitutes acceptance of the updated Policy.

## 9. Contact Information

For questions, concerns, or rate limit requests, please contact:

SharinPix Support: [support@sharinpix.com](mailto:support@sharinpix.com)

This Policy is integral to SharinPix's mission of delivering a fair, secure, and efficient service experience for all Customers.