

Fair Usage Policy

The CSAS 360 Software Platform is designed to be used as a collaborative data processing application, accessed via the internet by multiple users working together simultaneously. The features and functionality available to users depend on the specific modules being utilised on the CSAS 360 Software Platform.

It is designed to process data for multiple users, additional modules and capabilities allowing for greater activity. To this end, the software platform is subject to Forensic Analytics Ltd's fair usage policy, which imposes an upper limit on the amount of data that may be processed by each user of the software platform each calendar month and per annum.

The upper limit for data that can be fairly processed by each user of the CSAS 360 Software Platform each month is detailed in the specific licensing agreement and/or the associated order form that relates to access to the CSAS 360 Software Platform, a copy of which will be held by the Licensee. The Licensee and you together agree to abide by the published fair usage limits.

Data Limits and Overages: If you exceed the fair usage limits specified in your licensing agreement, Forensic Analytics Ltd reserves the right to impose additional charges or restrict access to the CSAS 360 Software Platform until usage is reduced to acceptable levels. Details of any additional charges, including the rate of charges, will be communicated to the Licensee and specified in the agreement.

Monitoring and Enforcement: Forensic Analytics Ltd will monitor usage to ensure compliance with this fair usage policy. If we identify any infringement, they may result in actions including, but not limited to, temporary suspension of access, additional usage reporting requirements, or termination of the licence.

Exceptions and Special Cases: Certain users or scenarios may qualify for exceptions to the fair usage policy. These exceptions will be evaluated on a case-by-case basis and must be approved in writing by Forensic Analytics Ltd.

Customer Notifications: The Licensee will be notified within 30 days of occurrence, if their usage is approaching or has exceeded the fair usage limits. These notifications are intended to help the Licensee manage their usage and avoid potential overage charges.

Review and Adjustment: Forensic Analytics Ltd reserves the right to review and adjust this fair usage policy periodically. Any changes will be communicated to the Licensee and will take effect 30 days after such notification.

The CSAS 360 Software Platform collates anonymised usage statistics, which may be communicated to Forensic Analytics Ltd at various times during the period of use of the CSAS 360 Software Platform. These statistics consist of details of the total number of data processed in each calendar month during the period being reported, plus a calculated running monthly average. The statistics do not and will not contain details of the contents of such data. Copies of the usage reports may be provided on request.

In addition to the anonymised usage statistics mentioned, Forensic Analytics Ltd will also seek to collect but not limited to the following metrics to help understand user engagement and platform adoption:

Activation Rate: The proportion of users who have been activated (i.e., experienced value). This is calculated by dividing the number of activated users, as defined by the activation criteria, by the total number of signed-up users during a specified period.

Adoption Rate: This metric provides an overview of overall product adoption, indicating the percentage of users regularly using the platform.

Feature Usage Rate: This figure indicates feature adoption, showing the percentage of users regularly using a specific feature.

Daily Active Users (DAU) or Monthly Active Users (MAU): These metrics serve as tracking the number of users actively engaging with the platform on a daily or monthly basis.

These additional statistics will be anonymised and will not contain details of the contents of the data processed. They will be communicated to Forensic Analytics Ltd. at various times during the period of use of the CSAS 360 Software Platform and may be provided to the Licensee upon request. For clarification, no authentication credentials, personally identifiable information (PII), manually curated data, file contents, case data, or any other sensitive information will be collected.

Failure to comply with the terms of the fair usage policy may, at the discretion of Forensic Analytics Ltd., be considered when the Licence is due for renewal. Actions taken by Forensic Analytics Ltd may include imposing additional usage statistics reporting requirements on the Licensee and/or you; imposing additional charges; and may result in Forensic Analytics Ltd declining to renew the licence for a further licence period. You agree that you have noted that action may be taken by Forensic Analytics Ltd if the fair usage policy limit is exceeded.