

Sprockler Fair Use Policy

To what purpose you intend to use Sprockler is up to you. We hope and trust that you find many meaningful applications. And we wish to interfere as little as possible with what you do. If all users abide by our policies that we have put in place to protect users and Sprockler, the methodology and the tool will do what it is meant to do. If you do not agree with our Fair Use Policy, or feel that you have good reasons to do things differently, do not hesitate to contact us at info@sprockler.com and we will try to find a joint solution.

Effective: 1st of January, 2022

1. THE FAIR USE POLICY

Sprockler is intended to support organizations through the Sprockler philosophy, methodology and associated software, tools and services. We expect you to adhere to a number of rules of conduct, the Fair Use Policy, for the responsible use of all options offered by Sprockler. The main purpose of the policy is to prevent abuse.

We expect you, as a customer of Sprockler, to respect the purpose of use, and not to use the software, services and data improperly. In short, that you respect the Fair Use Policy. This is based on the principle: To use is to accept.

2. FAIR USE AND SPROCKLER

Of course, some activities are not allowed, such as unlawful use (such as combining data with illegal content). Some activities are not illegal in a legal sense, but they are disruptive because they cause performance problems, or because the tool is exploited through improper use, for example.

This implies that:

- In principle, you can process unlimited data within the chosen Sprockler subscription. However, if the sending and processing of data is no longer considered reasonable and appropriate for your subscription type, Sprockler can intervene. Your use of Sprockler may not cause a disproportionate load on the server, causing substantial inconvenience to other users. An example could be the inappropriate use of videos, photos or audio recordings.

- In principle, you can use the software functionalities within the chosen Sprockler subscription without any limitations. When the construction of inquiries is no longer considered reasonable and appropriate, Sprockler can intervene. An example could be the excessive use of the exclusion logic to weave together many inquiries or conducting full-fledged surveys in test- or trial mode without intention of obtaining a credit or subscription.
- In principle, you are entitled to obtain technical support with the chosen Sprockler subscription. This includes minor questions, technical issues, or adjusting certain settings. If the use of support is exceeded, you will be informed of the possibility of training or advice or developing/adapting functionalities to your wishes. Charges may apply for these services.

3. WHAT HAPPENS IF WE INVOKE THE FAIR USE POLICY?

We strive for satisfied users. If we must conclude that your use exceeds our Fair Use Policy, we will always look for a suitable solution in consultation with you. Often there are alternatives. It may be that a piece of capacity needs to be reallocated to you in combination with a new subscription type.

In the event of very serious disruptions, which require immediate action because our services are at risk of becoming unavailable, we may temporarily shut down certain users or our entire service.

We assume that everyone adheres to the Fair Use Policy, but we understand that this is sometimes not possible due to force majeure. We trust that you will contact us immediately as soon as something like this happens.