

# Acceptable Use Policy

## API Calls

Below is a table that lists Gigya's Acceptable Use Policy - what is considered fair use of our platform - in numbers of API calls per license type and number of contacts (users).

|          |   | Up to 5M | Up to 10M | Up to 20M | Up to 50M | > 50M  |
|----------|---|----------|-----------|-----------|-----------|--------|
| Identity | # of logins per second                                      | 50       | 90        | 130       | 200       | 320    |
| Identity | # of registrations per second                               | 20       | 20        | 30        | 50        | 60     |
| Identity | # of searches per second                                    | 10       | 15        | 20        | 30        | 50     |
| Identity | # of other API calls per second                             | 120      | 180       | 280       | 420       | 630    |
| Identity | # of federated SAML/OIDC sites                              | 5        | 5         | 10        | 15        | 20     |
|          |   |          |           |           |           |        |
| Consent  | # of searches per second                                    | 5        | 5         | 10        | 15        | 20     |
| Consent  | # of other API calls per second                             | 50       | 70        | 110       | 160       | 250    |
|          |   |          |           |           |           |        |
| Profile  | # of ds records (Millions)                                  | 50       | 70        | 110       | 160       | 250    |
| Profile  | # of Identity Sync incremental records per month (Millions) | 7.5      | 15        | 30        | 70        | 150    |
|          |   |          |           |           |           |        |
| Platform | ## of production sites                                      | 10       | 30        | 90        | 180       | 360    |
| Platform | ## of test sites  | 30       | 60        | 180       | 360       | 720    |
| Platform | ## of user keys per account/partner                         | 100      | 100       | 100       | 100       | 100    |
| Platform | ## of app keys per account/partner                          | 20       | 30        | 50        | 80        | 120    |
| Platform | ## of SMS messages per month                                | 10,000   | 15,000    | 20,000    | 25,000    | 30,000 |

### Important Note

Rate limits for client-side calls are significantly lower than for server side calls, when making a server-side call, make sure you include appropriate security credentials (app secret or partner secret). Otherwise, the call will be treated as a client-side call for purposes of rate usage, causing you to hit the limit much sooner than you normally would.

For more information on authorization, see [Application Keys](#).

## Load and Security Tests

Load tests and/or security scans may not be performed on the Gigya platform without prior coordination with the Support team.

Failure to coordinate these types of tests in advance will cause Gigya to treat these tests as malicious, automatically triggering security measures which can cause service interruptions to your production systems.