

BI Connector Fair Usage Policy

[Last updated 16th February 2024]

Our BI Connector works by hosting data via our Data Warehouse on Snowflake. We accept that there are peaks in the school year where you will use your Connector more than others, but we reserve the right to review excessive usage at any time. Your usage will be reviewed every two weeks, including a combination of the number of “requests” made, and the complexity of each request.

If this policy is breached, we will issue a warning to reduce usage within seven days. If usage does not decline following three warnings over 30 days, we reserve the right not to renew your Connector license, or provide limited access to the Connector, with 90 days notice.

Additionally, we have a 15 minute query timeout to protect users from using too much compute resource. This means that if your query takes longer than 15 minutes to run then it will automatically be cancelled. For reference, the average query time is under 30 seconds and we do not anticipate any BI Connector query should be approaching 15 minutes.