

# Custom Data Warehouse Fair Usage Policy

[Last updated 16th February 2024]

Our Custom Data Warehouse allows MATs to write their own data into their own Snowflake Data Warehouse, provided and hosted by Arbor. Each customer of this product requires their own Snowflake Cluster. We accept that there are peaks in the school year when you will use your Custom Data Warehouse 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. Caps and alerts are built into the Custom Data Warehouse.

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 Custom Data Warehouse license, or provide limited access to the Custom Data Warehouse, with 90 days notice.

Additionally, we provide the Custom Warehouse with 1,200 credits per year. Additional credits can be purchased if needed, however, we believe 1,200 is more than enough for the vast majority of users.