Claria

BOOMI INTEGRATION HUB TERMS & CONDITIONS

The full Terms & Conditions os use are set out in Boomi's **Master Services Agreement (MSA)**, which is the cornerstone for their iPaaS offerings. Boomi keeps things enterprise-standard, focusing heavily on usage tiers and data security. The terms are summarised below.

1. License and Provision of Service

- **Access Rights:** Boomi grants a non-exclusive, non-transferable right to access the platform. Usage is strictly limited to the number of **"Connections"** (endpoints) or **"Execution"** limits purchased in your Order Form.
- **Restrictions:** You can't "load test" the platform without written consent, and reverse engineering or using the platform to build a competing product is a hard "no."

2. Fees and Usage Overages

- **The "Overage" Clause:** If you exceed your purchased connection count or data volume, Boomi reserves the right to invoice you for the excess at their **standard list price**.
- **Renewal:** Contracts typically auto-renew for **12-month periods** unless you provide written notice of non-renewal at least **30 days** before the term expires.

3. Data Sovereignty and Security

- **Data Processing:** Boomi acts as a "Processor." They don't own your data; you do. However, you grant them a license to host and "process" it to keep the lights on.
- **Security Standards:** Boomi commits to maintaining SOC 2 Type II compliance and specific encryption standards (AES-256 for data at rest).
- **Usage Data:** Boomi collects "de-identified" metadata (like execution success rates) to improve their AtomSphere intelligence.

4. Service Level Agreements (SLA)

- **Availability:** Boomi targets **99.9% uptime** for its AtomSphere platform.
- **Credits:** If they miss the mark, you are typically eligible for a **Service Credit** (usually 10-25% of the monthly fee), but you must claim it within **30 days** of the incident.

5. Support and Maintenance

- **Tiers:** Support is tiered—**Standard, Premier, and Enterprise**. Response times (SLAs) vary wildly depending on which one you're paying for.
- **Updates:** Boomi pushes updates (usually monthly). You're required to use the latest version of the "Atom" (their local runtime) to stay within support guidelines.

6. Limitation of Liability

- **The Cap:** In most cases, Boomi's total liability for any claim is capped at the **total amount paid** by you in the **12 months** preceding the incident.

For a the full terms & Conditions, please see the Boomi Master Services Agreement at https://boomi.com/msa/