WSO2 BIJIRA TERMS & CONDITIONS

WSO2's Bijira solution, an AI-native API management platform, is primarily governed by its Bijira Terms of Use (Effective March 18, 2025) and Service Uptime Policy.

1. License and Scope of Use

- **Grant of License:** WSO2 provides a limited, non-exclusive, royalty-free, and terminable license to access the service solely for your own business operations.
- **Usage Restrictions:** Users are prohibited from reverse engineering, disassembling, or decompiling the service. Sublicensing or making the software available as a commercial SaaS without authorization is strictly forbidden.
- **Sensitive Data:** You may **not** send or store sensitive data, including personal health data (HIPAA), credit card data (PCI DSS), or personal financial data (GLBA).

2. Fees, Payments, and Renewal

- **Payment Terms:** Fees for paid tiers must be paid within **30 days** of an invoice. Late payments beyond 60 days may result in service suspension and incur interest at **1.5% per month**.
- **Auto-Renewal:** Paid subscriptions automatically renew for **12-month terms** unless you provide written notice of termination at least **30 days** before the end of the current term.

- **Downgrades/Refunds:** Upgrades are immediate, but downgrades or cancellations only take effect at the start of the next billing cycle. No mid-term refunds are provided.

3. Data and Intellectual Property

- **Ownership:** You retain ownership of your data and the underlying code you write.
- **License to WSO2:** You grant WSO2 a license to use, copy, and distribute your data to perform services, provide support, and conduct anonymised analytics for service improvement.
- **Publicity:** WSO2 may reference you as a user and display your logo for marketing purposes, particularly if you are part of a startup program or receive service credits.

4. Service Levels and Liability

- **Uptime Guarantee:** WSO2 aims for a **99.9% monthly average availability** for "Principal Services".
- **Service Credits:** If uptime falls below 99.9%, paid subscribers are eligible for service credits ranging from **10% to 100%** of monthly charges, which is your sole remedy for unavailability.
- **Limitation of Liability:** For the free tier, liability is capped at **$10**. For paid tiers, it is limited to the fees paid during the material breach period, up to a maximum of one year.
- **Inactive Free Accounts:** WSO2 reserves the right to terminate free accounts that are inactive for **two months** or longer.

5. Privacy and Support

- **Privacy Policy:** Data collection includes authentication tokens and application logs for analytics. Users have the right to access, correct, or delete their personal information.

- **Support Plans:** Free plans receive "best-effort" community support. Paid plans offer Basic (fixed fee + 2% of usage) or customized Enterprise support.