

Quenza Fair Use Policy

Effective 11 APR 2022

General

This Fair Use Policy applies to your use of our (Quenza B.V., “Quenza”) application, mobile and desktop as a professional with an Unlimited subscription or as a client. This Fair Use Policy forms a part of the agreement we have with you.

Professionals, Unlimited subscription

For professionals, this Fair Use Policy applies to the Unlimited subscription plan and also to professionals within an organization account.

We have different [pricing plans](#) with different usage limits, for example maximum amounts of clients, activities, pathways, sent credits, expansions, professional storage and client storage.

The “Unlimited” and “Organization” subscriptions are named unlimited because most of our customers do not use or create exceptionally large amounts of data. However, even the Unlimited and Organization subscriptions have their limits. We have to make sure we can maintain the stability of the app so that it is available for all of its users.

Usage limits for professionals with Unlimited subscription

If you have an Unlimited subscription or are a professional within an organization, you can use the app and create data within the following limits:

Activity	Limits
Number of sent chat messages per month	10 000
Total number of groups	100
Total number of clients	500
Total number of (sub)folders	1000
Total number of files within all folders	10 000
Total number of pathway only activities	5000
Total number of activities in the professional library	1000
Total number of pathways in the professional library	200
Total number of notes created	30 000

Number of sent activities (includes pathway activities) per month. This includes the total number of "to-send-in-the-future" emails from pathways	15 000
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Usage limits for clients

If you are a client, you can use the app and create data within the following limits:

Activity	Limits
Number of sent chat messages per month	10 000
Total number of (sub)folders	1000
Total number of files within all folders	10 000
Total number of notes created	30 000

How are the monthly usage limits measured?

The measurement of your usage will start again after the end of the month. The monthly measurement starts on the date on which you have signed up for your account.

How are the total usage limits measured?

The total measurement starts on the date on which you have signed up for your account.

What happens if you reach the limits?

Reaching a usage limit will prevent you from performing the related action and displays a message informing you of that limitation. Other actions within the app can still be performed without restrictions.

Can this Fair Use Policy be updated?

We may have to update this Fair Use Policy from time to time. In that case, you will be asked to approve the updated Fair Use Policy when you next sign into your account. The latest version can always be found at <https://quenza.com/quenza-fair-use-policy.pdf>