



Customer Rights and Responsibilities for Use of Salesforce APIs

Definitions

“**Developer**” means an individual, company, or entity accessing the SFDC APIs for the purpose of developing, testing, supporting, or offering a Non-SFDC Application that interoperates with the SFDC Services and that is available to other parties. For the avoidance of doubt, a Customer may also be a Developer for the purpose of these Terms.

“**SFDC APIs**,” as updated from time to time, are published by SFDC and made available:

- at developer.salesforce.com and/or
- in the SFDC API Library [here](#) (the “**Library**”)

API Terms

- 1 Customer agrees that -
 - a. Customer will not test the vulnerability of SFDC systems or networks, unless expressly authorized by SFDC.
 - b. Customer’s use of the SFDC APIs is subject to the Documentation at developer.salesforce.com, as applicable, including any prescribed usage limits.
 - c. SFDC may audit Customer’s use of the SFDC APIs to monitor compliance with usage limits and these Terms.
 - d. Any automated use of the SFDC APIs by artificial intelligence bots or agents must follow Salesforce Agent integration protocols, including the [Salesforce Agent Integration Protocols](#).
 - e. Customer will only access (or attempt to access) SFDC APIs by the means described in the API Documentation of that API, e.g., valid credentials assigned by SFDC must be used with the applicable SFDC API.
 - f. Customer is responsible for all activity under Customer’s credentials and must take reasonable steps to prevent others from using Customer’s credentials.
 - g. Customer will not misrepresent or mask Customer’s identity, Customer’s API client’s identity, Customer’s Connected App name, or Customer’s External Client App name when using the SFDC APIs.

2 If, in SFDC's judgment, Customer's use of the SFDC APIs (i) imminently threatens the security, integrity or availability of SFDC's Services (including with respect to potential unauthorized use, access, or disclosure of Customer Data), (ii) materially breaches the Agreement, or (iii) violates applicable law or third party rights, SFDC reserves the right to immediately temporarily or permanently suspend Customer's access to the SFDC APIs, provided that, to the extent legally permitted, SFDC will use commercially reasonable efforts under the circumstances to provide Customer with notice and an opportunity to remedy such threat or breach prior to any such suspension.

3. Subject to your MSA and any applicable Order Form and Documentation, including these API terms, SFDC makes the SFDC APIs available to Customer for Customer's own benefit, as necessary to build Non-SFDC Applications, integrations and automations for Customer's own use and in conjunction with a properly licensed SFDC Service. API usage may result in consumption of purchased entitlements like Flex Credits as described in the Documentation

4 Customer's access to the APIs as set forth herein does not permit the Customer to act as a Developer for other parties. If Customer accesses the SFDC APIs as a Developer, all such access to the SFDC APIs is subject to the API Terms of Service.

5 Customer may allow third parties the right to use the SFDC APIs on Customer's behalf, to work entirely within the Customer's Services, or to build a unique application solely for Customer's benefit and Customer is responsible for their compliance with these terms. However, any other third party access to SFDC APIs, such as to develop, test, support, integrate with, or offer a non-SFDC Application provided to other Customers, is subject to the API Terms of Service as a Developer. SFDC reserves the right to suspend or terminate Developer's Non-SFDC Application or any integration thereof, and to terminate third party access to the APIs, for any reason whatsoever, without entitling Customer to any compensation.