

Terms & Conditions

Last updated: 1st July 2025

Overview

These Terms & Conditions (“Terms”) govern access to and use of the JobsIndex API Manager and related developer portal (the “Service”) provided by Aspen Technology Labs, Inc. (“ATL,” “we,” “us,” “our”). By getting an account, generating an API key, or making API calls, you (“Client”) accept these Terms and agree to be bound by them.

API Access & Data Delivery

Credentials

ATL issues one or more API keys or OAuth tokens to Client. Client must:

1. keep credentials confidential and not share them outside its organization;
2. promptly delete or rotate keys that are lost, compromised, or no longer needed;
3. notify ATL immediately (inquiry@aspentechlabs.com) of any suspected misuse.

Data Format & Endpoints

Data is delivered exclusively via HTTPS endpoints in JSON format. ATL may add, modify, or deprecate endpoints with 30 days’ notice via the developer dashboard or e-mail. If Client requests a custom schema or transport (e.g., CSV via S3), ATL may agree in writing; additional fees may apply.

Rate Limits & Fair Use

Client must not exceed the rate limits and monthly call quotas shown in its Order Form or the plan description. Automated scripts that throttle or cache poorly and cause excessive load are prohibited. ATL may rate-limit or temporarily block requests that exceed limits.

Service Levels & Maintenance

ATL targets 99.5 % monthly uptime for the core API endpoints. Planned maintenance windows (typically off-peak, < 1 hour) will be announced at least 72 hours in advance by e-mail. ATL will use commercially reasonable efforts to restore service promptly.

Subscription Term, Renewal & Cancellation

Term and Automatic Renewal

The Initial Term is defined in the Order Form. Unless otherwise stated, subscriptions auto-renew for successive monthly/annual periods at the then-current fees. Either party may elect non-renewal by giving at least 30 days' written notice before the current term ends.

Early Cancellation

Client may terminate early at any time, but all prepaid and committed fees remain non-refundable, and Client will owe any unpaid fees through the end of the current term.

Fees, Invoicing & Refunds

Billing Cycle

Unless the Order Form specifies annual pre-payment, fees are billed monthly in advance.

No Refunds

All fees (setup, subscription, overage, custom work) are non-refundable.

Suspension & Termination

Suspension for Prohibited Use

ATL may immediately suspend or throttle Client's access for:

1. illegal, fraudulent, or abusive activity;
2. using scraped or indexed data in violation of applicable laws or these Terms;
3. security incidents that threaten the Service or third parties.

Effect of Termination

Upon termination or expiration:

1. all rights to use the Service cease;
2. Client must delete ATL-supplied API keys and purge cached data unless retention is required by law or agreed in writing.

Intellectual Property & Data Rights

ATL Content

All software, documentation and compiled job-index data remain ATL's exclusive property.

License

During the Term, ATL grants Client a non-exclusive, non-transferable, revocable license to access the API and internally use the responses solely for Client's own recruiting analytics and job-board operations, subject to these Terms.

Feedback

Suggestions are voluntary and may be used by ATL without obligation.

Confidentiality

Each party shall protect the other's non-public business information ("Confidential Information") with the same care it uses for its own. API keys, usage metrics and non-public docs are ATL Confidential Information; Customer Content (job ads or metadata sent via the API) is Client Confidential Information. Disclosures required by law are permitted with prompt notice.

Privacy & Security

Processing of personal data is covered by the JobsIndex API Manager Privacy Policy. ATL will implement and maintain industry-standard technical and organizational measures (TLS 1.3, encryption at rest, role-based access, SOC 2 Type II audit).

Disclaimers

THE SERVICE IS PROVIDED "AS IS" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ACCURACY OF DATA. ATL does not guarantee uninterrupted or error-free operation.

Changes to These Terms

ATL may modify these Terms from time to time. We will give at least 30 days' advance notice via e-mail or in-product banner for material changes. Continued use of the Service after the effective date constitutes acceptance.

Contact

E-mail: inquiry@aspentechlabs.com

Phone: +1 970 429 5080

Post: 600 E. Hopkins Ave., Suite 303, Aspen, CO 81611, USA