Traceable MSA: Frequently Asked Questions

This FAQ is designed to provide helpful context about Traceable's unique product and our Master Subscription Agreement (MSA), which we use across our enterprise customers.

Traceable Products and Services

What is Traceable?

Traceable is the leading API security company for a cloud-first, API-driven world. We help organizations achieve complete API security to minimize business risk and maximize the value that APIs bring to their customers.

How do I deploy Traceable?

You can either deploy Traceable as a SaaS solution or on-premises on your own systems and infrastructure. See our documentation for more information.

What services does Traceable offer?

Standard support for the products is included during the term of your subscription. While Traceable may offer professional services, such as implementation assistance, we do not provide "work-made-for-hire" professional services or grant special rights to Traceable IP beyond those needed to use the Software.

Your Data

Does Traceable process data we input into on-premises instances of the product?

No – data you input into an on-premises installation is not transmitted, stored or processed by Traceable. However, if you are using the SaaS version, Traceable must process customer data to provide the product and services, and except for usage statistics, the customer is always in control as to what customer data is sent.

What data is shared with Traceable?

The product collects technical data and learning related to your general interaction with the product that we may use to operate, improve, and support the products. Otherwise, customers can configure what data is provided to Traceable and what stays internal to the customer.

What protections does Traceable undertake?

If Traceable processes customer data, it does so in compliance with its industry-standard Data Protection Agreement. Additionally, Traceable undergoes yearly SOC2 certification audits and generally follows industry standard practice for physical, technical, and administrative security.

Traceable MSA

Why Use the Traceable Master Subscription Agreement?

Our MSA is designed to meet the core needs of the most discerning enterprise customers while also including the specific terms necessary for you to use our unique product.

The MSA describes the standardized operational procedures, rights and protections we offer to all Traceable customers:

- Support. Industry-standard support.
- Warranty. We warrant the performance of our product (during the entire Subscription Term) as well as all professional services we deliver, and provide a virus warranty.
- Indemnity. We provide IP indemnity protection for your use of the product.
- Termination. Standard rights to terminate for breach and bankruptcy. However, our pricing assumes fixed-term subscriptions, so we do not offer termination for convenience.

Next Steps

We look forward to getting you started on Traceable as soon as possible!