PCS API Fair Usage Documentation

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This PCS API Fair Usage Documentation describes the restrictions and limits under which PCS APIs can be used by Customer during the PCS provision of the Services. Any capitalized terms are defined in the MSA.

Prohibited Use

The use of the API in the Services, incl. Customer API keys, for the real-time usage with the third-party application or AI agent is prohibited unless explicitly allowed through third-party's use of the PCS partner program or outlined herein.

Permitted Use

Customer is allowed to export its data through APIs to a data warehouse or reporting tool that is controlled by Customer in accordance with the fair usage policy as determined by PCS, in its own judgement. The most commonly breached API types are listed incl. their current limits in the Appendix 1 of this documentation.

This policy does not apply to Customer's purchase of the bespoke API access which shall be governed by its specific Order Form.

For further guidance or paid consultancy regarding APIs please reach out to your Customer Success account manager.

Appendix 1

Reports and Charts (API access)

Time window	Allowed API access frequency
2 days	2 calls every 10 min
7 days	3 calls every 30 min
31 days	4 calls an hour
62 days	4 calls every 6 hours
93 days	10 calls a day
beyond 93 days	10 calls a week

Incidents / Accidents / Wound Care (API access)

Time window	Allowed API access frequency
2 days	2 calls every 10 min
7 days	3 calls every 30 min
31 days	4 calls an hour
62 days	4 calls every 6 hours
93 days	10 calls a day
beyond 93 days	10 calls a week

Other APIs

Type of API	Allowed API access frequency
Organisation APIs (calls operating across organization level)	3 calls per hour
Import APIs	1000 a minute