

IFS API, MCP & Agentic Access Policy



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Valid until superseded by a later version.

Scope: All IFS Product Offerings.



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1. Introduction

Public policy and terms governing API, MCP, Agent, integration and automated access to Software and IFS Services.

2. Purpose and Scope

This API, MCP & Agentic Access Policy ("Policy") explains the licensing and usage rules for Access and Use of Software through application programming interfaces (APIs), Model Context Protocol (MCP), Agents, integrations, connectors, automation and other interfaces.

This Policy applies to all IFS product offerings. Each Customer's use rights and entitlements are limited to those set forth in the applicable Agreement, and nothing in this Policy expands such rights and entitlements. The applicable Order Form and Product Terms determine the IFS products, modules, data, functionality, environments, Users, tools, actions, service levels and usage quantities included in the Customer's rights. If there is a conflict, the order of precedence stated in the Agreement applies. Capitalized terms not defined in this Policy have the meanings given in the Agreement.

This Policy also applies to IFS partners, resellers and other third parties that access Software or IFS Services, whether for a Customer or for their own purposes, as incorporated in their agreement with IFS and unless varied in that agreement. References to the Customer include such parties where the context permits.

3. Core Licensing Principles

Access and Use must be licensed. Each User and each Service Account must be licensed in accordance with the Agreement. Access through an API, MCP, integration, connector, Agent, automation or other interface does not avoid or reduce that requirement.

Authorized scope. Access and Use is limited to the Software modules, functionality, data, environments, capacity and quantities stated in the applicable Order Form and Product Terms.

Identifiable Users. Where an Agent or connected system acts on behalf of an identifiable individual, that individual must be an appropriately licensed User and the delegated access must not exceed that User's permissions or licensed use. Unless the Order Form or Product Terms provide otherwise, licensed use is limited to that individual's own use and is not multiplied or expanded by the number of Agents or connected systems acting on their behalf. Multiple Agents or parallel operations require additional licensed Users or entitlements.

Service Accounts and automated access. Non-human, unattended or system-to-system access must use an authorized Service Account or other identity permitted by the applicable Order Form and Product Terms.

Multiplexing. Pooling, routing, brokering or aggregating access through an intermediary does not reduce the number or type of licenses or entitlements required for the underlying Users, systems or use case.

Data access. A right to access or retrieve Customer Data does not grant rights to redistribute IFS Materials, make them available as a service, reverse engineer or replicate Software, or use IFS Confidential Information outside the rights granted by the Agreement.

Additional entitlements. Product-specific API, MCP, IFS Intelligence, connector, Service Account, capacity, consumption or other entitlements may apply as stated in the applicable Order Form and Product Terms.

4. Determining the Applicable Entitlement

To determine if usage of Software conforms to this Policy, apply the following questions in order:

1. **Is the access by, or on behalf of, an identifiable individual?** The individual must be an appropriately licensed User. Any additional API, MCP, Agent, connector or consumption entitlement stated in the Order Form or Product Terms also applies.
2. **Is the access non-human or system-to-system?** The Customer must use the applicable authorized Service Account or other permitted identity and hold any product-specific integration or usage entitlement.
3. **Is the Customer retrieving Customer Data for its internal business purposes?** The retrieval is permitted only within the licensed scope and subject to the Agreement, Product Terms and any applicable export, API, capacity, consumption or data-service entitlement.
4. **Does the use involve external parties, pooled access, an Agent or additional functionality?** The Customer must obtain every additional entitlement specified in the applicable Order Form and Product Terms before that Access and Use begins.

Creating or registering a technical account, Service Account, IAM client, integration or Agent does not itself grant any license, entitlement or permission to connect such capability or account to, or use it with, the Software.

5. Agents, MCP and Automated Access

Identity and authorization. Each Agent and integrating application must use an identity and authentication method authorized by IFS. Access is limited by the Agreement, and assigned permissions. Credentials must be protected and must not be shared except as expressly permitted.

Customer responsibility. The Customer is responsible for its Users, Service Accounts, Agents, systems and contractors, and for their compliance with the Agreement. The Customer remains responsible for instructions, configurations, approvals, data and actions submitted through customer-built or Third Party systems or Agents.

MCP and agentic capabilities. Connecting Software to an MCP server, semantic services, skills, tools, lenses or other agentic capabilities, whether operated by IFS or a Third Party, requires the applicable IFS Intelligence entitlement stated in the Order Form or Product Terms.

Records and audit. IFS may maintain records of Access and Use and exercise the verification and audit rights set out in the Agreement. Records may include the Customer, User, Service Account, Agent, client, API or tool, approval, time, trace and resulting transaction, subject to applicable data protection and retention requirements.

6. Measurement, Controls and Charges

Telemetry. Subject to the Agreement and applicable law, IFS may collect and use telemetry relating to Access and Use for security, support, service management, capacity planning, compliance, audit, license verification, fair-use controls and billing.

Usage measures. Where stated in the applicable Order Form or Product Terms, usage may be measured by Users, Service Accounts, entitlement, API calls, tool invocations, transactions, throughput, concurrency, capacity, credits, transaction classes or another specified measure.

Technical controls. IFS may apply reasonable security, availability and usage controls, including quotas, allowances, rate or concurrency limits, transaction thresholds, approval requirements, restrictions, throttling or suspension, in accordance with the Agreement including applicable Product Terms.

Fees and additional scope. Fees for Access and Use, capacity, consumption, overages or additional entitlements are those stated in the applicable Order Form and Product Terms. Use beyond the licensed scope or quantities may require payment of additional fees.

Fair use. A fair-use provision does not grant unlimited use. Any allowances, thresholds, warnings or consequences are governed by the applicable Order Form and Product Terms.

No circumvention. The Customer must not avoid license, security, measurement or usage controls by changing the interface, protocol, account, client, integration layer, Agent, automation or access route.

7. Connectors, Integrations and Data Use

Connectors and bundles. Connectors, integration accelerators, APIs, MCP services, tools, skills, lenses and bundles provide only the rights expressly stated in the applicable Order Form and Product Terms. They do not grant rights to other Software functionality, data or quantities.

Data, confidentiality and intellectual property. Customer Data remains subject to the terms of the Agreement. Access to Customer Data does not grant rights to Software, Documentation, Confidential Information or IFS intellectual property. Except as expressly permitted by the Agreement, the Customer must not disclose, distribute, reverse engineer, derive source code from, create competing functionality from or otherwise exploit IFS Materials, or use IFS Materials, including API schemas, MCP tool descriptions, semantic models, skills and lenses, to train, fine-tune or benchmark any AI model.

Third Party solutions. Third Party Software, partner solutions and external Agents may be subject to separate terms, licenses and support arrangements. IFS may require approval, certification, security review, compatibility requirements or other controls before they connect to the Software.

Changes and lifecycle. APIs, MCP tools and Agentic Services may be changed, versioned or retired in accordance with the Agreement including applicable Product Terms, service description and notice or deprecation commitments.

8. Scope and Interpretation

This Policy does not authorize any Access and Use or entitlements beyond the Agreement. If the Customer's intended use exceeds the applicable Order Form, Product Terms, licensed quantities or authorized use case, the Customer must obtain IFS's written agreement before implementing or expanding that use.

Nothing in this Policy limits any data portability or switching rights under applicable law.

9. Definitions

"Access and Use" means access to and use of Software or an IFS Service, including through a user interface, API, MCP, integration, connector, Agent, automation or other mechanism.

“Agent” means software, including an AI agent, assistant, bot or autonomous system, that accesses or uses Software or an IFS Service.

“Agreement” means the agreement between IFS and the Customer governing the relevant Software or IFS Service, including the applicable Order Form and Product Terms.

“Customer” means the customer entity identified in the applicable Order Form.

“Customer Data” has the meaning given in the Agreement.

“IFS Intelligence” means the IFS product or service entitlement identified by that name in the applicable Order Form or Product Terms.

“IFS Materials” means the Software, IFS Services, IFS Confidential Information and other IFS materials and intellectual property, including API schemas, MCP tool descriptions, semantic models, skills and lenses and associated Documentation.

“IFS Service” means an IFS-hosted or IFS-provided service identified in an Order Form.

“MCP” means Model Context Protocol.

“Order Form” means an ordering document executed under the Agreement.

“Product Terms” means the product-specific terms applicable to the relevant Software or IFS Service.

“Service Account” means a non-human account authorized for system-to-system or automated Access and Use.

“Software”, “Third Party Software” and “User” have the meanings given in the Agreement.