

Fair Use Policy

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IronFell provides unlimited storage for SaaS application backup (Microsoft 365, Google Workspace and Salesforce). This policy explains what "unlimited" means and the fair-use basis on which it is provided.

What's included. No per-gigabyte charge and no cap on backup versions or retention within your service tier, for the SaaS workloads on your plan.

Pooled data allowance. 100 GB per licensed user, pooled across your account — so heavy users are offset by light ones. For example, 100 licensed users share a 10 TB pool.

Identity backup. Enabled Entra ID identities are included at no charge up to three times your licensed SaaS user count.

Excessive use. Sustained usage above 300% of your pooled allowance. If you reach it, we will contact you to agree a right-sized plan, and may charge for storage consumed above fair use. We do not apply surprise charges below this level.

Acceptable use. Unlimited storage is for backing up the SaaS workloads on your plan — not general-purpose, file-sharing or archival storage, or data you do not own or have the right to protect.

Infrastructure workloads. Storage for virtual machines, servers, databases and other infrastructure is sized to your environment and priced accordingly — see your Order Form. The unlimited storage allowance above does not apply to these workloads.

This Fair Use Policy is incorporated into the Terms of Service and applicable Order Forms. See also the Acceptable Use Policy. The rendered page at </legal/fair-use> is the authoritative public presentation of the current version. Contact: legal@ironfelldps.co.uk.