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For on-premise versions of the GoodData product (GoodData.CN) please refer here.

GoodData Cloud Services

GoodData Cloud

GoodData Cloud is a fully managed data analytics product. It is currently available as an unpaid, time-limited Trial plan and paid Professional or Enterprise subscription plans for various modules ("**Module(s)**") licensed for different capabilities as described below and further detailed in the GoodData Documentation, with each Module applied to a number of licensed Workspaces. Each subscription plan comes with a license to GoodData Core technology and access to the GoodData user interface, includes embedding capabilities, an API layer, and other tools and functionality as further described in the GoodData Documentation. GoodData Cloud is licensed for the Company's internal use ("**Internal Use**"), for use in connection with the Company's Data Product(s) (whether embedded or accessed through the standard GoodData web interface) ("**Embedded Use**"), or both, as specified in the applicable Order(s).

The GoodData Core technology, which is provided with any Trial or paid subscription, includes the following features, subject to the usage limits described here and in the Documentation:

- Frontend applications
- Multi-tenancy
- Computation engine
- Data modeling and semantic layer
- Cache and Data storage
- Developer tools (APIs, SDKs)
- Underlying platform foundations

Each GoodData Cloud subscription comprises a flat Platform Fee (either Professional or Enterprise) and a license fee for a quantity of Core Workspaces. Each Core Workspace with the Business Intelligence Module also includes limited Artificial Intelligence and Analytics Lake functionality, but usage beyond these limits requires a separate paid subscription for the applicable Module(s), offered on a per-Workspace basis..

Modules

Analytics Lake Module

The Analytics Lake Module, available for Enterprise customers, includes a license for all Analytics Lake ("**AL**") features described here, for Embedded *and* Internal Use, subject to the usage limits described herein and in the Documentation.

Artificial Intelligence Module

The Artificial Intelligence Module, available for Enterprise customers, includes a license for all Artificial Intelligence ("**AI**") features described here, for Embedded *and* Internal Use, subject to the usage limits described herein and in the Documentation.

Business Intelligence Module

The Business Intelligence Module, available for Professional and Enterprise customers, includes a license for all Business Intelligence (“BI”) features described here, for either Embedded *or* Internal Use, subject to the usage limits described herein and in the Documentation.

GoodData Cloud Subscription Plans and Modules

GoodData Cloud Trial	<p>Included:</p> <ul style="list-style-type: none">• 1 month access to GoodData Cloud BI (Internal Use and Embedded Use)• Up to 10 Workspaces• Up to 10 Users• 10 MB FlexQuery storage per Workspace• 50 AI queries shared across all Workspaces• Community Support
GoodData Cloud Business Intelligence Module - Professional (Embedded Use)	<p>Included:</p> <ul style="list-style-type: none">• Access to GoodData Cloud BI with an option to embed the Service into Company's Data Service• Up to 100 Users in GoodData IAM Tool, exclusively available for GoodData Cloud deployment in one data center in the United States; or unlimited number of Users if Company's own IAM Tool is used• Custom domain (URL)• 1 Environment• 10 MB FlexQuery storage per Workspace per month (except that Workspaces with Analytics Lake Module have higher limits as described below)• 50 AI queries per month, shared across all Workspaces (except that Workspaces with Artificial Intelligence Module have higher limits as described below)• Community Support and further support for Severity Level 1 issues <p>Option to purchase:</p> <ul style="list-style-type: none">• SAML and multiple OIDC• Additional Environments• AWS PrivateLink capacity• Usage Analytics• Audit Log Access• Branded Documentation and other add-ons

GoodData Cloud Business Intelligence Module - Enterprise (Embedded Use)	<p>Included:</p> <ul style="list-style-type: none"> • Access to GoodData Cloud BI with an option to embed the Service into Company's Data Service • Up to 100 Users in GoodData IAM Tool, available for GoodData Cloud deployment in one Data Region in the United States (with option to purchase additional Users and/or deployment in another Data Region subject to agreement with GoodData); or unlimited number of Users if Company's own IAM Tool is used • Custom domain (URL) • 3 Environments • 10 MB FlexQuery storage per Workspace per month (except that Workspaces with Analytics Lake Module have higher limits as described below) • 50 AI queries per month, shared across all Workspaces (except that Workspaces with Artificial Intelligence Module have higher limits as described below) • Ability to exceed contractual Workspace limits (billed as overages) • SAML and multiple OIDC • Up to 5 PrivateLink connections with a total of 10 TB traffic included • Usage Analytics • Audit Log Access • Enterprise Support and Service Level Commitment <p>Option to purchase:</p> <ul style="list-style-type: none"> • HIPAA-compliant environment • Unlimited number of Workspaces • Additional AWS PrivateLink capacity, Additional Environments and other add-ons
GoodData Cloud Analytics Lake Module - Enterprise	<p>Included:</p> <ul style="list-style-type: none"> • Internal and Embedded use • 100 MB of FlexQuery Storage per BI Module Workspace • Advanced cache customization • Data materialization and storage • SQL gateway • FlexConnect custom connection & computation features • ML features and hosting
GoodData Cloud	<p>Included:</p> <ul style="list-style-type: none"> • Internal and Embedded use

Artificial Intelligence Module - Enterprise

- 50 queries per each AI-enabled Workspace per month
- GoodData LLM/SLM/ML infrastructure
- GoodData AI Assistant chat interface and APIs
- Customizable ML algorithms

Usage under all GoodData Cloud Modules is subject to the Service technical limits as further described in the Documentation. For GoodData Cloud deployment outside the United States, it is mandatory for the Company to either purchase an Enterprise Subscription Plan or bring its own IAM Tool.

For legacy GoodData Cloud Professional or GoodData Cloud Enterprise Subscription Plans without “Internal Analytics” or “Embedded Analytics” attributes, the GoodData Cloud Business Intelligence Module for Embedded Use shall apply for all licensed Workspaces. For purchasers of legacy GoodData Cloud “Internal Analytics” or “Embedded Analytics” Plans, the applicable GoodData Cloud Business Intelligence Module shall apply for all licensed Workspaces. Legacy Startup Subscription Plans under prior agreements remain governed by their original terms and are not subject to any of the new terms included herein.

Product Features / Definitions

AI Assistant

The AI Assistant comprises the AI Assistant interface and APIs used to interpret natural language, query data, and create text and visualization responses via generative AI based on user input, along with all underlying technology and IP rights necessary to provide this functionality. The AI Assistant feature relies on access to third-party technology that must be obtained and managed separately by the Company. Access to the AI Assistant will be enabled for all GoodData Cloud customers free of charge during a promotional access period extending through August 31, 2025 on a trial basis as per Section 2(g) of the GoodData Cloud Terms of Service.

AWS PrivateLink

Company may request establishing up to five connections through AWS PrivateLink into its GoodData Cloud deployment. AWS PrivateLink includes a data throughput limit of 10 TB per year. Company may purchase additional connections or data throughput as an add-on.

Data Source

Data Source means a logical object that represents the database or data warehouse where Company's multiple source data is stored. All GoodData Cloud Modules include connectivity to all supported data source connectors (list available at: <https://www.gooddata.com/docs/cloud/connect-data/>).

Environment

An environment represents a GoodData Cloud organization deployed in a shared cluster. Company is entitled to the number of environments based on the applicable subscription tier.

FlexQuery

FlexQuery is the computational component of GoodData. FlexQuery utilizes a multi-tiered analytics cache, ingests data in batch or real-time, federates across sources, computes in-memory, and performs pre and post processing transformations.

IAM Integration

GoodData Cloud allows the Company to either connect its existing OIDC or SAML-supported identity and access management tool (“IAM Tool”) provider or use the IAM Tool offered by GoodData, to define Users and User access rights to GoodData Cloud

components. Company acknowledges that notwithstanding its selected IAM Tool and/or the region for GoodData Cloud deployment, the first User account in the Company's GoodData Cloud instance is always deployed by GoodData in the United States region. Company may purchase additional access for Users through the GoodData IAM Tool as an add-on.

Metric Editor

The Metric Editor is a graphical user interface tool for creating Company's own metrics to use in the Analytical Designer or through the API. The editor uses facts and attribute labels from Company's logical data model (LDM) and other metrics in Company's Workspace to help Company build MAQL expressions with valid syntax.

User

A User means an employee, consultant, contractor, or agent who is authorized to access and use GoodData Cloud by Company.

Workspace

A Workspace is an environment where Company organizes and creates its analytics. It contains information about a data source, a logical data model, dashboards, visualizations, metrics and additional metadata. Access to and use of Workspaces are on a subscription basis. Company shall provision at least one (1) Workspace for each of its Customers (i.e. individual Customers (domains) should be separated into individual Workspaces). Each User Data Filter may be assigned to 1) unlimited Users within the Company, or 2) unlimited Users within a single Company's Customer. If Company uses User Data Filters to separate its individual Customers within one Workspace, each discrete Customer will be considered and charged as a separate Workspace. Workspaces may be purchased in minimum increments of 5.

Add-Ons

Additional Environment

Company must purchase the Additional Environment add-on to provision GoodData Cloud environments exceeding the subscription limits described above.

Branded Documentation

GoodData creates branded Documentation packs for subscribers to the Branded Documentation add-on with each Documentation update.

Data Regions

Hosting in one data region is included as part of the Platform Fee. Additional data regions may be added on a per-data region basis.

FlexQuery Storage

Additional storage for FlexQuery (including cache, FlexConnect, FlexMarts) exceeding the base entitlements may be purchased by Company.

HIPAA

If Company processes, or plans to process, electronic protected health information ("ePHI") that is subject to the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Company must purchase the HIPAA add-on to meet additional compliance requirements. Upon purchase of the add-on, HIPAA will be enabled on a single environment marked as "production" by Company, subject to the Company's written request and GoodData's approval thereof. The HIPAA add-on is only available for GoodData Cloud Enterprise Modules.

SAML and Multiple OIDC

Allows Company's Customers to use SAML or link multiple OIDC providers to one organization. Included with Enterprise plans, available as a paid add-on for Professional plans.

Usage Analytics

The Usage Analytics add-on provides high-level information about Company's usage of the Subscription Services. The Usage Analytics

add-on cannot be used together with HIPAA add-on or if the Company opts out from Usage Data collecting. Company acknowledges that notwithstanding the region for GoodData Cloud deployment, the Usage Analytics feature always runs in the data center in the United States region. Usage Analytics may be affected by individual User preferences settings on User devices. If the Company customizes or develops any enhancements for the Usage Analytics add-on, GoodData does not provide a guarantee that such customized solution will remain compatible with subsequent updates or versions of the Usage Analytics add-on, or function if GoodData discontinues the Usage Analytics add-on.

Audit Log Access

Audit logs are detailed, immutable records of user and system activity within the GoodData environment, capturing actions, timestamps, and changes to support security, compliance, and operational oversight.

For the current pricing of any product features or add-ons, please contact us at sales@gooddata.com.

Any capitalized terms not defined herein shall have the same meaning as in the respective GoodData agreement which Company agreed to and which governs Company's use of Services.

These GoodData Cloud Product Specific Terms form a part of the agreement between Company and GoodData. GoodData reserves the right to modify, change and update these GoodData Cloud Product Specific Terms at any time, at its sole and exclusive discretion. GoodData will provide Company notice of material changes to these GoodData Cloud Product Specific Terms on the GoodData Support portal. Company's continued use of the Services after receiving such notice shall constitute Company's acceptance of any such changes to these GoodData Cloud Product Specific Terms.