

Mapbox FAQ - Legal

Mapbox is a mapping and location platform company that enables software developers to quickly embed location-based context into their applications (e.g., where am I, where is this place, and how do I get there). Our main products are APIs (not SaaS), which means that our customers control what information they send to us in the form of the structured API requests (e.g., please send me map content at X location).

1. Is Mapbox a Software-as-a-Service (SaaS) company?

No. Mapbox does not sell SaaS products. Mapbox is an API platform company. What that means is that customers send Mapbox structured requests and Mapbox sends back the requested map/location information (e.g., a specific map tile or route from A to B).

2. Is Mapbox a hosting company?

No. However, some customers do choose to upload map data to Mapbox for distribution to their users. Customers may elect to use our Upload APIs (currently, Uploads, Tilesets and Datasets) though companies have the ability to technically restrict the ability for their developers to use the Upload APIs through [token scoping](#). Customers with sensitive datasets have the option to use Mapbox through ways that do not involve providing the data to Mapbox (such as “client-side joins” or use of Atlas, our on-premise map server). If you have any questions about this please discuss with your Account Manager.

3. How does Mapbox address data protection?

Mapbox is both GDPR and CCPA compliant. Mapbox has a standard [Data Processing Addendum \(DPA\)](#) that it offers to any customer, upon request, that meets the requirements of both laws. In addition, Mapbox’s [Privacy Policy](#) details its collection, use and sharing of all personal information.

4. Does Mapbox have any information security credentials?

Yes. Mapbox is SOC2 Type 2 certified and customers can review the [summary SOC3 report](#) on our website. Upon request and execution of a NDA, Mapbox may share a copy of the SOC2 report. In addition, Mapbox has a pre-written response to the Vendor Security Alliance questionnaire that can be shared upon request.

5. What is Mapbox Atlas?

Mapbox Atlas is an on-premise software that allows a customer to run its own mapping server. This is mainly used by customers that have to meet specific security, regulatory or national security needs (e.g., air gapped internal network).

6. What are your China APIs and can I view data about China outside of the country?

Any customer can access China map data by sending a request to our global API endpoint (api.mapbox.com). As a separate product, Mapbox also offers a set of China APIs via a separate endpoint (api.mapbox.cn) on in-country Chinese infrastructure via a local partner. These APIs are intended only to be used in China and in conformity with local Chinese mapping and national security regulations.

7. Can I send Mapbox “Personal Health Information” (PHI) regulated under HIPAA?

No. Customers are prohibited from sending Mapbox PHI and Mapbox does not sign Business Associate Agreements (BAAs). For customers that need location services related to PHI, we generally recommend either (1) using our on premise Atlas product or (2) obtaining end users consent to share any PHI with Mapbox without a BAA.

8. Does Mapbox negotiate its standard legal terms?

No. As a platform company supporting 600 million+ end users and tens of thousands of customers Mapbox doesn't negotiate its standard legal terms with each individual customer.* Due to this practical limitation, Mapbox has chosen to provide standard legal terms to all our customers that are as protective of the key things our customers care about and in some cases are substantially more protective than those of our competitors in the global mapping space.

*Limited exceptions can be made for customers that make certain minimum spend commitments on the platform. Please discuss with your Account Manager for more information.