



CoStar Media Rights – FAQs

What elements contained in CoStar products and services are subject to Licensing Rights?

Certain photos, videos, or imagery created by or on behalf of CoStar for use in CoStar products and services, including CoStar, LoopNet, Apartments.com, Homes.com, Ten-X or other CoStar services, which are collectively known as “CoStar Media”, to the extent such elements are available for use outside of the CoStar web portal (i.e. photos cannot currently be downloaded and videos require a code from CoStar in order use as described herein).

As a CoStar customer, is it okay to include CoStar Media in my property’s marketing materials, including my company’s website?

Yes. A CoStar customer with a valid license or subscription for CoStar Suite, LoopNet, Apartments.com, Homes.com, Ten-X or other CoStar service may do so in connection with the ordinary course of business, provided that such customers may only use CoStar Media for properties owned, controlled, or represented by the customer; provided that the CoStar Media is unaltered and displays the CoStar watermark.

As a CoStar customer, am I permitted to upload CoStar Media or my marketing materials that contain CoStar Media to other listing platforms, information services or other competing services?

No. Under no circumstances shall such CoStar Media be posted or provided to third party platforms, websites or listing services that compete with CoStar’s products and services.

As a CoStar customer, am I permitted to use CoStar Media in marketing campaigns on social media?

Yes. Customers may include CoStar Media on social media platforms (e.g. Facebook, Twitter, Instagram, LinkedIn) so long as the customer owns, controls, or represents the property featured in the campaign.

Am I permitted to modify CoStar Media so I can use it for my media and marketing campaign?

No. CoStar Media may not be altered or modified in any way. All CoStar branding, watermarks and text, audio tracks and subtitles must be retained in its original form and displayed when using the CoStar Media on your company website, social media or any other medium as permitted by CoStar. For example, CoStar photos may not be cropped.

As a CoStar customer, how may I use videos outside of CoStar's marketplaces?

Unless otherwise specified in your contract, the use of videos outside of CoStar's marketplaces is not permitted.

My CoStar/LoopNet/Apartments.com/Homes.com/Ten-X subscription has either expired or been terminated. Can I continue to use CoStar Media in my marketing campaigns and materials?

No. When the subscription expires or terminates, the customer's license to use CoStar Media terminates, and customers are no longer permitted to use any portion of the relevant CoStar product, including CoStar Media.

May I provide CoStar Media to news outlets to include in their reporting?

Yes. CoStar Media may be provided to external news outlets for inclusion in reporting about a specific listing or transaction involving the CoStar customer, so long as the watermark or other copyright notice on the CoStar Media is maintained, and credit is sourced as "courtesy of CoStar Group, Inc."

I am a CoStar subscriber and would like CoStar to send CoStar Media by email or other form of direct transmission. Is this permissible?

No. CoStar cannot send CoStar Media to email accounts, cloud storage or other communication portals that are not approved channels of content distribution.

Please note that these FAQs are designed to be a plain language aid for our customers and not a substitute for Terms and Conditions, Terms of Use or other applicable contract for a CoStar service.

How do I obtain CoStar Media?

CoStar customers are provided access to download files and links through its password-protected websites and customer portals. Customers are welcome to use CoStar Media at their discretion, so long as they abide by the terms of use.

Questions?

Visit this page on CoStar for more Information:

www.costar.com/about/anti-piracy/costar-media-rights-faqs

Contact Us:

888-886-3982