

# Synergis Acceptable Use Policy

Last Modified: June 19, 2026

This Synergis Acceptable Use Policy ("AUP") applies to the use of any product, service, or website provided by us (Synergis), whether we provide it directly or use another party to provide it to you (each, a "Synergis Service"). This AUP is designed to ensure compliance with the laws and regulations that apply to the Synergis Service. This AUP also protects the interests of all of our clients and their customers, as well as our goodwill and reputation. These terms are so important that we cannot provide the Synergis Service unless you agree to them. By using the Synergis Service, you are agreeing to these terms.

If you are using any Synergis Service, this AUP applies to you. Every customer and user agrees to abide by this AUP and is responsible for any violations. You are not allowed to assist or engage others in a way that would violate this AUP. We will enforce and ensure compliance with this AUP by using methods we consider to be appropriate, such as complaint and email failure monitoring. We may also suspend or terminate your use of Synergis Services pursuant to our Customer Terms of Service for violations of this AUP.

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## 1. No Disruption

1.1 Non-Disruptive Use. You agree not to engage in any of the following activities:

1.1.1 use the Subscription Service in any manner that damages, disables, overburdens, or impairs any of our websites or interferes with any other party's use of the Subscription Service;

1.1.2 attempt to gain unauthorized access to the Subscription Service;

1.1.3 access the Subscription Service using another User's unique login credentials, including reusing or sharing unique login credentials among multiple users;

1.1.4 violate, or cause us to be in violation of, applicable trade and sanctions laws, and you will not:

allow any Users to access the Synergis Service from an embargoed country or region or where such use is restricted by applicable trade law, or

allow access to the Synergis Service to any person or entity included in a list of restricted parties maintained by the U.S. government, the European Union, the United Kingdom, the United Nations, or similar regulatory entities; or

directly or indirectly export, re-export, or transfer the Subscription Service or Consulting Services to prohibited countries, regions, or individuals or permit use of the Subscription Service or Consulting Services in or by prohibited countries, regions, or individuals.

1.1.5 access the Subscription Service other than through our interface;

## 2. Proper Usage of the Synergis Service

Examples of prohibited actions include (without limitation) include hacking, spoofing, denial of service, mailbombing and/or sending any email that contains or transmits any virus or propagating worm(s), or any malware, whether spyware, adware or other such file or program.

These restrictions apply regardless of your intent and whether or not you act intentionally or unintentionally.

2.1 Prohibited Acts. In addition, and without limiting the other requirements in this AUP, you may not (directly or indirectly) use the Synergis Service with content, or in a manner that:

2.1.1 is threatening, abusive, harassing, stalking, or defamatory;

2.1.2 is deceptive, false, misleading or fraudulent;

2.1.3 is invasive of another's privacy or otherwise violates another's legal rights (such as rights of privacy and publicity);

2.1.4 contains vulgar, obscene, indecent or unlawful material;

2.1.5 infringes a third party's intellectual property right(s);

2.1.6 publishes, posts, uploads, or otherwise distributes any designs, plans, software, music, videos, or other material protected by intellectual property laws (or by rights of privacy or publicity) unless you have all necessary rights and consents to do so;

2.1.7 uploads files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another person's computer;

2.1.8 downloads any file that you know, or reasonably should know, cannot be legally distributed in that way;

2.1.9 falsifies or deletes any author attributions, legal or proprietary designations, labels of the origin or source of software, or other material contained in a file that is uploaded;

2.1.10 restricts or inhibits any other user of the Synergis Service from using and enjoying our website and/or the Synergis Service;

2.1.11 harvests or otherwise collects information about others, including e-mail addresses, without their consent;

2.1.12 is legally actionable between private parties;

2.1.13 is not a good faith use of the service, such as uploading Assets in excess of your Asset tier, and refusing to remit additional charges.

2.1.14 encourages, promotes, facilitates or instructs others to engage in illegal activity;

2.1.15 promotes, encourages, or facilitates: hate speech, violence, discrimination based on race, color, sexual orientation, marital status, gender or identity expression, parental status, religion or creed, national origin or ancestry, sex, age, physical or mental disability, veteran status, genetic information, citizenship and/or any other characteristic protected by law.

2.2 Non-Discrimination. Organizations or individuals who promote, encourage, or facilitate hate speech, violence, discrimination, either through their own content or through distribution of user generated content, are prohibited from using the Synergis Service, regardless of whether the Synergis Service is used specifically for the prohibited activities. Violation of these standards may result in termination of your use of the Synergis Service.

2.3 Your Moderation Obligations. You are responsible for moderating user generated content or user activity on your platform or service. User generated content that violates these standards may result in termination of your use of the Synergis Service.

2.4 Prohibited Use. You will use the Synergis Service for your internal business purposes and will not:

2.4.1 willfully tamper with the security of the Synergis Service or tamper with our customer accounts;

2.4.2 access data on the Synergis Service not intended for you;

2.4.3 log into a server or account on the Synergis Service that you are not authorized to access;

2.4.4 attempt to probe, scan or test the vulnerability of any Synergis Service or to breach the security or authentication measures without proper authorization;

2.4.5 willfully render any part of the Synergis Service unusable;

2.4.6 lease, distribute, license, sell or otherwise commercially exploit the Synergis Service or make the Synergis Service available to a third party other than as contemplated in your subscription to the Synergis Service;

### 3. Developer Terms

If you use any of our developer tools including Application Programming Interfaces (APIs), developer tools, or associated software, you will comply with our Developer Terms.

## 4. General Terms

4.1 Suspension. We may immediately suspend your access to the Synergis Service if you breach this AUP or don't respond to us in a reasonable period after we've contacted you about a potential violation of this AUP. We may also suspend your access as we explain in our General Terms <<General Terms link>> and, if you violate this AUP, we may terminate your subscription agreement for cause.

4.2 Content. We may choose to remove any prohibited materials and deny access to any person who violates this AUP, and we further reserve all other rights.