

This Acceptable Use Policy (the "**Policy**") applies to Subscribers' and Users' use and access to our services (the "**Services**") provided by us, Sana Labs AB, org. no. 559060–6579, ("**Sana**," "**us**," "**we**," or "**our**"). Capitalized terms used below but not defined in this policy have the meaning set forth in the [Master Services Agreement](#) (the "**MSA**").

1 General

The Services are licensed to the Subscriber for use in Subscriber's own business as purchased under a Service Order Form or online purchasing portal. Service may be licensed to Subscriber as a consumer user of Free Services. All other uses are prohibited.

2 Free Services

- 2.1 If you are an individual that uses the Services for your private purpose (consumer), you must be at least 18 years old (or older if it is the legal age in your jurisdiction). Consumers may only use the Free Services. You must be a User of a company Subscriber to subscribe for the Services that require payment of a subscription fee.
- 2.2 You may not create more than one account to benefit from the Free Services. We reserve the right to suspend your access to the Services if we determine that you have violated this Policy, at our sole discretion. Additionally, we may discontinue providing Free Services with reasonable notice.

3 Purchased Services

- a) You may use the Purchased Services only as an authorized User under the MSA. Such use shall be in accordance with this Acceptable Use Policy (as amended from time to time).
- b) If you use the Purchased Services for business purposes you represent and warrant that you have the necessary authority to use the Services on behalf of the relevant organization (i.e. the Subscriber or an Authorized Affiliate).

4 Use of the Services and Restrictions

- a) When registering for the Services, you must register a user ID and password ("**Access Credentials**") to create an account for the Services. You must provide accurate and complete information to register for an account and keep your account information updated. You shall safeguard and ensure the confidentiality of the Access Credentials and any other security methods or information provided by Sana, and may not let anyone else use the Services in your name or otherwise make your Access Credentials or account available to others outside your organization. You are responsible for all acts and omissions under your account and must notify us immediately of any suspected or confirmed unauthorized access to or use of the Services or your Access Credentials.
- b) You shall follow all applicable laws, governmental regulations, guidelines, and recommendations for the Services.

5 Prohibited Material

Subscribers may not, and may not allow any third party, including its Users, to use Services to create, send, upload, display, store, process, or transmit, or permit the use of Services to create, send, upload, display, store, process, or transmit:

- a) Material that infringes or misappropriates a third party's intellectual property or proprietary rights;;
- b) Hate-related material, and/or material advocating discrimination against individuals or groups;
- c) Material advocating or advancing violent causes, including terrorism or violent extremism;
- d) Obscene, excessively profane material or otherwise objectionable material;
- e) Material advocating or advancing criminal hacking, cracking, or phishing;
- f) Material related to illegal drugs or paraphernalia;
- g) Malicious material;
- h) Unlawful software;
- i) Malicious code, such as viruses, worms, time bombs, Trojan horses, and other harmful or malicious code, files, scripts, agents, or programs;
- j) Material or data that damages, interferes or is intended to damage or interfere with Sana's system or Services; or
- k) Material that violates, encourages, or furthers conduct that would violate any applicable laws, including any criminal laws, or any third-party rights, including publicity or privacy rights.

6 Prohibited Actions

Subscriber may not use the Services to, nor allow its Users or any third party to use the Services to:

- a) Send spam or unsolicited communications. This includes imitating others, data mining for email addresses, using unauthorized servers, or sharing personal information without consent.
- b) Transmit harmful or unlawful content. This covers defamatory, abusive, fraudulent, obscene, or violent material, including deepfakes and sexually explicit content, and any content or information of children under the applicable age of digital consent;
- c) Support illegal or unethical activities. This includes promoting violence, terrorism, or discrimination, as well as engaging in illegal peer-to-peer sharing, gambling, or cryptocurrency mining.
- d) Distribute malicious software. This includes viruses, worms, or any other destructive or deceptive items.
- e) Violate industry standards or legal requirements. This includes breaching privacy rights, intellectual property laws, any other applicable laws or regulations, or misleading the public.

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- f) Remove any copyright, trademark, or other proprietary rights notices contained in or on the Service or reformat or frame any portion of the web pages that are part of the service's administration display;
 - g) Reverse assemble, reverse compile, decompile, translate or otherwise attempt to discover the source code or underlying components of the models, algorithms, and systems of the Services (except to the extent such restrictions are contrary to applicable law);
 - h) Interfere with service availability. This includes unauthorized load or security testing, and any activity disrupting other users.
 - i) Use any automated or programmatic method for the purposes of extracting data or output from the Services, including but not limited to data scraping, web crawling, web monitoring, or other similar data extraction activity through a web client.
 - j) Engage in high-risk activities. This includes any use that could result in harm to individuals or significant property damage.
 - k) Sell or advertise prohibited items. This includes illegal drugs, firearms, and related accessories.

7 Complaints

- 7.1 If you believe that your intellectual property rights or any other rights have been infringed, please send notice to legal@sanalabs.com or the address below. We may delete or disable content infringing your rights and may terminate accounts of repeat infringers.

*Sana Labs AB
Attn: Head of Legal
Riddargatan 32,
114 57, Stockholm Sweden*

- 7.2 Written claims concerning copyright infringements must include the following information:
- (a) A physical or electronic signature of the person authorized to act on behalf of the owner of the copyright interest;
 - (b) A description of the copyrighted work that you claim has been infringed upon;
 - (c) A description of where the material that you claim is infringing is located on the site;
 - (d) Your contact information such as address, telephone number, and e-mail address;
 - (e) A statement by you that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
 - (f) A statement by you, made under penalty of perjury (except if restricted under applicable law), that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

8 Modifications

- 8.1 Sana has the right to change this Policy at any time by posting an updated version of the Policy at www.sanalabs.com/legal and such updates will be effective upon posting or such effective date stated in the updated version. If an update materially adversely affects your rights or obligations under this Policy, we will provide notice to you either by email or provide an in-product notification at least thirty (30) days before those changes will become effective.
- 8.2 By continuing to use the Services after any changes or alterations of this Policy become effective, you accept such changes as (i) a Subscriber; or (ii) a User of a Subscriber, in which case you only accept the changes on your own behalf and not on behalf of any other User or Subscriber. If you do not agree to the changes, you should no longer use the Services.

9 Violations

A Subscriber's or User's violation of this Policy will be considered a material breach of the MSA and/or other agreement governing the Subscriber's or User's use of the Services, as applicable. Sana reserves the right to report violations that constitute material breaches of applicable law to the relevant authorities.