

# Company Policies and Terms of Service

## COMPANY POLICIES AND TERMS OF SERVICE

### 1. USER ACCOUNT POLICIES

#### 1.1 Account Creation

- You must be at least 13 years old to create an account
- You are responsible for maintaining confidentiality of your password
- You agree to provide accurate and complete information
- You are responsible for all activity under your account

#### 1.2 Account Security

- Enable two-factor authentication for additional security
- Never share your password with anyone
- Log out when using shared computers
- Report suspicious activity immediately
- Company is not liable for unauthorized access due to user negligence

#### 1.3 Account Termination

- Users can delete their account anytime
- Deleted accounts cannot be recovered
- All data will be permanently deleted within 30 days
- Company may terminate accounts for policy violations

### 2. SERVICE USAGE POLICIES

#### 2.1 Acceptable Use

- Users agree not to use service for illegal purposes
- No hacking, unauthorized access, or attacks
- No spam, phishing, or malware distribution
- No harassment or abuse of other users
- No commercial use without permission

#### 2.2 Prohibited Content

- No child exploitation material
- No copyright infringement
- No hate speech or discrimination
- No sexually explicit content
- No violence or threats

#### 2.3 Violations

- First violation: Warning
- Second violation: Temporary suspension (7 days)
- Third violation: Permanent ban
- Severe violations may result in immediate termination

### 3. DATA AND PRIVACY

#### 3.1 Data Protection

- All data encrypted in transit and at rest
- Regular backups performed daily
- ISO 27001 compliant infrastructure
- GDPR and CCPA compliant

#### 3.2 Data Retention

- User data retained as long as account is active
- Deleted data removed within 30 days

- Backups retained for 90 days for recovery
- Legal holds may extend retention

### 3.3 Third-Party Access

- We do not sell user data
- Third parties accessed only with user consent
- Service providers sign data processing agreements
- Users can request data export anytime

## 4. SERVICE LEVEL AGREEMENT (SLA)

### 4.1 Uptime Guarantee

- 99.9% uptime SLA for paid plans
- Excludes planned maintenance (notified 7 days ahead)
- Credit issued for SLA violations

### 4.2 Maintenance Windows

- Typically: Tuesday 2-4 AM UTC
- Maintenance notifications sent 7 days in advance
- Emergency maintenance with 1 hour notice when necessary

## 5. BILLING AND PAYMENTS

### 5.1 Subscription Terms

- Monthly and annual billing options available
- Automatic renewal unless cancelled
- 7-day money-back guarantee for new customers
- No hidden fees

### 5.2 Payment Terms

- Payment due upon invoice
- Payment methods: Credit card, PayPal, bank transfer
- Late payment may result in service suspension
- Refunds issued within 5-7 business days

### 5.3 Pricing Changes

- Price changes with 30 days notice
- Existing customers grandfathered for 1 year
- Changes effective on next billing date

## 6. DISCLAIMERS AND LIABILITY

### 6.1 As-Is Service

- Service provided "as is"
- No warranties express or implied
- Company not liable for data loss
- Company not liable for third-party actions

### 6.2 Limitation of Liability

- Liability limited to amount paid by customer
- No liability for indirect, incidental, or consequential damages
- No liability for business interruption or lost profits

## 7. CONTACT AND SUPPORT

Support hours: Monday-Friday, 9AM-5PM EST

Email: [support@company.com](mailto:support@company.com)

Phone: 1-800-SUPPORT (1-800-787-7667)