Updated: November 3, 2026

COPADO ACCEPTABLE USE POLICY

This Acceptable Use Policy ("Policy") governs your access to and use of the Services. Capitalized terms not defined here have the meanings set out in your Copado Agreement ("Agreement"). To the extent this Policy conflicts with the Agreement, the Agreement controls.

1. PROHIBITED CONTENT

Customers may not use the Services to display, store, process, transmit, or facilitate any material that:

- Infringes or misappropriates a third party's intellectual property or proprietary rights;
- Advocates or incites discrimination, hate, or violence against individuals or groups;
- Is obscene, excessively profane, or otherwise objectionable;
- Promotes illegal drugs, criminal hacking, cracking, or phishing;
- Contains malicious code or software (e.g., viruses, worms, Trojan horses, time bombs, ransomware);
- Violates, or encourages violation of, any applicable law or third-party right, including privacy or publicity rights;
- Deceives or impersonates any person, entity, or Copado, or misrepresents the source of any communication;
- Constitutes AI-generated deepfakes or synthetic media intended to deceive, defraud, or impersonate without clear disclosure;
- Contains "jailbreak" prompts or instructions designed to bypass safety filters or content controls of any AI component;
- Contains Protected Health Information (PHI) or other highly sensitive personal data, unless the Agreement explicitly authorizes such processing; or
- Creates a false impression that content is endorsed by or emanates from Copado or any third party.

2. PROHIBITED ACTIONS

Customers may not use the Services, and may not allow their Users, Affiliates, or any third party to use the Services, to:

Security & Integrity

- Violate, attempt to violate, or facilitate the violation of network or Service security or integrity, including by using automation that circumvents licensing requirements;
- Perform significant load or security testing without Copado's prior written consent;
- Operate an open proxy or similar Internet proxy service capable of forwarding requests to any end user or third-party host;
- Remove any copyright, trademark, or other proprietary notice from the Service, or reformat or frame any portion of the Service's administration display;

Harmful & Unlawful Content

- Transmit material harmful to minors;
- Promote, facilitate, or encourage illegal activity;
- Send, upload, or distribute unlawful, defamatory, harassing, abusive, fraudulent, infringing, obscene, hateful, or violent material, or support unlawful, hateful, discriminatory, or violent causes;
- Illegally transmit another's intellectual property or proprietary information without the owner's or licensor's authorization;
- Access any Copado product, service, or website in a manner that violates the customer's agreement;

AI & Automation

- Use automated means (including bots or scrapers) to extract data from the Service for the purpose of training, fine-tuning, or developing competing machine learning models;
- Use the output of Copado's AI Services to train or improve other generative AI models that perform substantially the same functions as Copado's Services;
- Present AI-generated outputs as entirely human-authored, or misrepresent the source of any communication or code generated by the Service;
- Violate applicable industry standards, carrier guidelines, or third-party policies (including CTIA, Mobile Marketing Association, Digital Advertising Alliance, and Network Advertising Initiative guidelines);

Unsolicited Communications (Spam)

- Generate or facilitate unsolicited commercial email (spam), including:
  - Sending communications in violation of the CAN-SPAM Act or any applicable anti-spam law;
  - Impersonating any person or creating false accounts for the purpose of sending spam;
  - Harvesting email addresses or other user account information from any web property;

    - Sending unauthorized mail via open third-party servers;
    - Emailing users who have opted out or requested removal from a mailing list; or
    - Selling, sharing, or distributing personal information (including email addresses) without the subject's knowing and continued consent; or
- Otherwise interfere with the proper working of the Service.

3. VIOLATIONS

A Customer's violation of this Policy constitutes a material breach of the Agreement. Copado may suspend or terminate Customer's access to the Services in accordance with the Agreement.

Copado will cooperate fully with law enforcement authorities or court orders requesting disclosure of the identity or information of anyone who accesses or uses the Service in violation of this Policy.

Customers acknowledge that generative AI may produce inaccurate or "hallucinated" information. Customers are responsible for reviewing and validating all AI-generated code or content before deployment. Any use of AI-generated content that subsequently violates this Policy shall be deemed a violation by the Customer.