INEIRA

Acceptable Use Policy

INEIRA Solutions B.V.

Version 1.2
Effective date: 1 October 2026

This Acceptable Use Policy ("AUP") describes the permitted and prohibited use of the INEIRA platform and related services (the "Services") provided by INEIRA Solutions B.V. ("INEIRA Solutions", "we", "us", "our").

This AUP forms part of, and is incorporated by reference into, the INEIRA Terms of Service or other agreement governing the use of the Services (the "Agreement"). Capitalised terms not defined in this AUP have the meaning given to them in the Agreement.

1. PERMITTED USE

You may use the Services solely:

- for your internal business purposes;
- in accordance with the Agreement, the Documentation and applicable law; and
- within the Entitlements of your subscription, including the number of Seats.

You are responsible for all use of the Services by your Users.

2. PROHIBITED USE

You must not, and must not allow Users to, use the Services to:

2.1 Illegal or Unlawful Activity

- violate any applicable law or regulation; or
- process data unlawfully or without proper rights or a legal basis.

2.2 Abuse, Harm or Misconduct

- harass, threaten, defame or abuse individuals;
- impersonate another person or organisation; or
- generate or distribute content intended to harm, mislead or deceive.

2.3 Misuse of AI, Voice or Simulation Features

- impersonate or imitate the voice of real individuals without their authorisation;
- simulate or recreate real conversations with identifiable individuals without proper consent where required;
- use the Services or their output as professional, legal, medical or financial advice; or
- use scores or feedback as the sole basis for decisions with legal or similarly significant effects on individuals, such as decisions on hiring, promotion or dismissal, without meaningful human review.

2.4 Security and System Integrity

- attempt to gain unauthorised access to systems or data;
- bypass safeguards or technical restrictions, or attempt to manipulate the measurement of Usage Minutes, Minute Pools, Additional Minutes or billing;
- probe, scan or test system vulnerabilities without authorisation; or
- introduce malware or malicious code.

2.5 Intellectual Property and Data Rights

- upload, process or submit data or training materials that you do not have the right to use;
- infringe intellectual property, privacy or confidentiality rights; or

- extract, scrape or reverse engineer the Services, the Curated Scenarios or the underlying models.

2.6 Platform Abuse and Circumvention

- share a Seat between several individuals, or otherwise use the Services beyond the purchased Seats and Entitlements;
- create multiple accounts to circumvent Free Trial limits, promotional conditions or pricing;
- resell, sublicense or make the Services available to third parties without written authorisation from INEIRA Solutions; or
- use the Services to build a competing product or to replicate the functionality of the INEIRA platform.

3. CUSTOMER DATA RESPONSIBILITIES

You are responsible for:

- ensuring that Customer Data submitted to the Services is lawful;
- obtaining all necessary permissions and consents, including for training materials and recordings; and
- ensuring that Customer Data does not include prohibited or highly sensitive data unless expressly agreed in writing.

You must not submit special categories of personal data (such as health data) unless explicitly authorised under the Agreement and the Data Processing Agreement.

4. MONITORING AND ENFORCEMENT

INEIRA Solutions may:

- monitor usage for security, abuse prevention, accurate billing and compliance purposes;
- investigate suspected violations of this AUP; and
- restrict, suspend or terminate access to the Services where a violation is suspected or confirmed.

Where reasonably practicable, INEIRA Solutions will provide notice and an opportunity to remedy a violation, unless immediate action is required to protect the Services or other customers, or to comply with legal obligations.

5. CONSEQUENCES OF VIOLATION

Violations of this AUP may result in:

- suspension or termination of access;
- removal of content or configurations;
- loss of Entitlements without refund;
- charging of Fees for use beyond the purchased Seats or Entitlements; and
- termination of the Agreement for cause, as described in the Terms of Service.

6. CHANGES TO THIS POLICY

INEIRA Solutions may update this AUP from time to time. Material changes will be communicated in accordance with the Agreement. Continued use of the Services after the effective date of the updated AUP constitutes acceptance.

7. CONTACT

Questions about this AUP can be sent to legal@ineira.com.

END OF ACCEPTABLE USE POLICY