



COPADO ACCEPTABLE USE POLICY

Last Modified: May 2022

This Acceptable Use Policy is incorporated in and made a part of that certain Copado Access Agreement (“*Agreement*”) entered into between Copado and Customer and effective as of the date of the Agreement. This Acceptable Use Policy governs your access and use of the Services. Capitalized terms used but not defined in this policy shall have the meaning set out in the Agreement. To the extent this policy conflicts with the Agreement, the Agreement shall control.

1. PROHIBITED MATERIAL

Customers may use and access the Services in accordance with the Agreement. Customers may not, and may not allow any third-party, including its Users and Affiliates, to use the Services to display, store, process, receive, upload, download, use or transmit, or permit use of the Services to display, store, process, receive, upload, download, use or transmit any material which:

- Infringes or misappropriates a third party's intellectual property or proprietary rights;
- Advocates discrimination against individuals or groups; or contains Hate-related or violent material;
- Contains Obscene, excessively profane material or otherwise objectionable material;
- Advocates or advances criminal hacking, cracking, or phishing;
- Relating to illegal drugs or paraphernalia;
- Contains malicious material or unlawful software;
- Contains malicious code, such as viruses, worms, time bombs, Trojan horses and other harmful or malicious files, scripts, agents or programs;
- 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;
- Is likely to deceive any person, impersonate any person, or misrepresents your identity or affiliation with any person or organization; or
- Gives the impression that they emanate from or are endorsed by us or any other person or entity, if this is not the case.

2. PROHIBITED ACTIONS

Customers may not use the Service to, nor allow its Users, Affiliates or any third-party to use the Service to:

- Intentionally distribute viruses, worms, defects, Trojan horses, corrupted files, hoaxes, or any other items of a destructive or deceptive nature;
- Send, upload, distribute, or disseminate, or offer to do the same, with respect to unlawful, defamatory, harassing, abusive, fraudulent, infringing, obscene, excessively profane, hateful, violent, or otherwise objectionable material, or promote, support, or facilitate unlawful, hateful, discriminatory, or violent causes;
- Use the services in any manner that violates any applicable industry standards, third-party policies, or requirements that Copado may communicate to its users, including all of the applicable guidelines published by the CTIA, the Mobile Marketing Association, the Self-Regulatory Principles as directed by the Digital Advertising Alliance and the Network Advertising Initiative, or any other generally accepted industry associations, carrier guidelines, or other industry standards;
- Transmit material that may be harmful to minors;
- Impersonate another person, entity, or Copado (via the use of an email address or otherwise) or otherwise misrepresent themselves or the source of any communication;
- Illegally transmit another's intellectual property or other proprietary information without such owner's or licensor's permission;
- Promote, facilitate or encourage illegal activity;
- Interfere with other users' enjoyment of a service;
- Access (including through any interfaces provided with a service), any Copado product or service, or other service or website, in a manner that violates the terms for use of or access to such service or website;
- Operate an “open proxy” or any other form of Internet proxy service that is capable of forwarding requests to any end user or third party-supplied Internet host;
- Perform significant load or security testing without first obtaining Copado's written consent;
- 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;
- Use a service in any manner that would disparage Copado;
- Violate, attempt to violate, or knowingly facilitate the violation of the security or integrity of the network or Service; or
- Otherwise attempt to interfere with the proper working of the Service.
- Generate or facilitate unsolicited commercial email (spam). Such prohibited activity includes, but is not limited to:
 - Sending communications or email in violation of the CAN-SPAM Act or any other applicable anti-spam law or regulation;
 - Imitating or impersonating SFDC, another person or his, her, or its email address, or creating false accounts for the purpose of sending spam;
 - Data mining or harvesting any web property (including any External-Facing Service) to find email addresses or other user account information;
 - Sending unauthorized mail via open, third-party servers;
 - Sending email to users who have requested to be removed from a mailing list;
 - Selling to, exchanging with, sharing with, or distributing to a third party personal information, including the email addresses of any person without such person's knowing and continued consent to such disclosure; or
 - Sending unsolicited emails to significant numbers of email addresses belonging to individuals and/or entities with whom you have



no preexisting relationship.

3. VIOLATIONS

A Customer's violation of this Policy will be considered a material breach of the Agreement and/or other agreement governing the Customer's use of the Services. The Agreement shall govern termination or suspension of Customer's access and use of the Service for any violation of this policy.

Without limiting the foregoing, Copado has the right to fully cooperate with any law enforcement authorities or court order requesting or directing us to disclose the identity or other information of anyone who accesses or uses the Network.