

# ACCEPTABLE USE POLICY



This acceptable use policy applies to all services that Soprano (“we”, “our” or “us”) provides to your organisation (“you” or “your”).

“Content” means the messages, information, data, text, software, graphics, video or any other materials you store or transmit via our services.

- 1.1 COMPLIANCE WITH CONTRACT AND LAW.** When using our services, you must comply with the Services Contract and must not use our services for any purpose that would breach a law or cause us to do so. Relevant laws will include, without limitation, anti-spam laws, do-not-call laws, and data protection or privacy laws.
- 1.2 YOUR RESPONSIBILITY FOR CONTENT.** You are solely responsible for your content and must ensure that you comply with the laws that apply to its transmission. We do not review or provide any editorial control over your content.
- 1.3 PROHIBITED CONTENT.** Your content must not:
  - (a) contain material that is abusive, deceptive, obscene, defamatory, offensive or threatening;
  - (b) promote, assist or incite criminal activity;
  - (c) describe or promote explicit sexual activity or violence.
  - (d) breach the intellectual property rights or other legal rights of third parties;
  - (e) promote or incite violence or hatred against any person or group, or incite racial hatred;
  - (f) be false, misleading or deceptive, or be likely to mislead or deceive (including by impersonating any person or misrepresenting your identity); or
  - (g) be harmful to minors.
- 1.4 PROHIBITED BEHAVIOUR.** You must not use our services:
  - (a) in a manner that materially interferes with the use of our platform by our other customers;
  - (b) to distribute any viruses, trojans, worms or similar malicious code;
  - (c) to send unsolicited or harassing communications (commercial or otherwise); or
  - (d) in a way that interferes with, degrades or subverts the security or privacy of our services or platform.
- 1.5 CONSEQUENCE OF BREACH.** Where you breach this policy:
  - (e) If practical in the circumstances, we will notify you and request that you stop the relevant activity or remove the content; and
  - (f) If the breach is serious, or if you have not remedied a breach within the reasonable timeframe we have given, we may immediately suspend or terminate our service and delete your content.

Last updated: February 24, 2020.