

ACCEPTABLE USE POLICY (AUP)

1. Purpose of this AUP

1.1 This Acceptable Use Policy (AUP) sets out rules for using the PracticeGrid Services. It is designed to protect our users, infrastructure and third parties from misuse.

2. Prohibited content and activities

2.1 You must not use the Services to store, transmit or process any content that is unlawful, harmful, defamatory, discriminatory, harassing, infringing or otherwise objectionable.

2.2 You must not use the Services to:

- Engage in fraud, deception or other unlawful activity.
- Infringe the intellectual property or privacy rights of others.
- Send unsolicited bulk messages or spam.

3. Security and system integrity

3.1 You must not attempt to interfere with or disrupt the integrity or performance of the Services, including by:

- Gaining or attempting to gain unauthorised access to the Services or related systems.
- Probing, scanning or testing the vulnerability of any system without our prior written consent.
- Introducing malware, viruses, worms or other harmful code.

4. Resource usage

4.1 You must not use the Services in a way that imposes an unreasonable or disproportionately large load on our infrastructure, for example through excessive API calls, storage or automated traffic, except where explicitly permitted by your plan or Order Form.

5. User conduct

5.1 You must treat our staff and other users with respect. Abusive, threatening or harassing behaviour towards our team or other users is not permitted.

6. Monitoring and enforcement

6.1 We may monitor use of the Services (in accordance with our Privacy Notice and applicable laws) to ensure compliance with this AUP and to protect the security and stability of the platform.

6.2 If we reasonably believe that you have breached this AUP, we may take appropriate action, which may include:

- Asking you to remove or modify content.

- Temporarily suspending or restricting access to the Services.
- Terminating your account in serious or repeated cases, in accordance with the MSA.

7. Changes to this AUP

7.1 We may update this AUP from time to time. The updated version will be posted on our website and, where appropriate, notified to you.