



ACCEPTABLE USE POLICY - SAAS

1. Scope

- 1.1 This 'Voult – Acceptable Use Policy - SaaS' (this "**Policy**") applies to how a Customer, and its Authorised Users may access and use certain 'Software as a Service' Services. This Policy is made in connection with the provision by Voult Ltd ("**Voult**") of access to and use of such Services to its applicable customers (in this Policy each a "**Customer**").
- 1.2 In this Policy the "**Agreement**" means, in respect of the Customer in question, the master services agreement known as 'Voult – MSA – SaaS – 1 March 2025' entered into/ accepted by that Customer. The online version of the Agreement where accepted being found at <https://voult.com/legal/>.
- 1.3 This Policy is a Voult Policy and applies to, forms part of and is supplemental to the Agreement. The terms of the Agreement shall apply to this Policy and are incorporated herein, *mutatis mutandis*, to this Policy.
- 1.4 For each Customer, this Policy together with the applicable Order Form, the Agreement, any applicable Solution Terms, the other Voult Policies and any other applicable document that forms part of and/or is supplemental to the Agreement from time to time, applies to the subject matter of that Order Form and that Customer's access to and use of the applicable Services.
- 1.5 Unless otherwise noted or where the context otherwise requires, all capitalised terms used herein shall have the meanings set forth in the Agreement and the definitions document known as 'Voult – Definitions re MSA - SaaS – 1 March 2025' (<https://voult.com/legal/>).
- 1.6 A Customer and its Authorised Users are only permitted to access and use the applicable Services (including the applicable Solution(s) and any other Purchased Items(s)) in accordance with the terms of the Agreement (relating to that Customer). Access to and use of the applicable Services (including the applicable Solution(s) and any other Purchased Items(s)) in any other way, including in contravention of any restriction on use set out in this Policy, is not permitted. If any person does not agree with the terms of this Policy, they may not access or use the applicable Services (including the applicable Solution(s) and any other Purchased Items(s)).
- 1.7 Each Customer shall (and shall ensure all of its Authorised Users shall) at all times comply with this Policy and the Agreement.
- 1.8 For an Authorised User, notwithstanding **paragraph 1.6** (which still applies) so as to help interpret some of those defined terms for an Authorised User:
 - 1.8.1 you are a prospective Authorised User/ an Authorised User for the person (who is a Customer of Voult) who proposes to give/ has given you such Authorised User status (in this **paragraph 1.8.1 "you", "your"**). Such Authorised User status relates to your access to and use of the applicable Services;
 - 1.8.2 that Customer has subscribed for certain Services from Voult. Those Services include access to and use of one or more 'Software as a Service' based Solution(s) (being software application(s) for use on the Platform) and any other Purchased Items(s), in each case from Voult – all of which are hosted by Voult for Customer via one or more of its tenancy(ies) (on the Platform) (as the case may be). Such hosting by Voult enables that Customer and its Authorised Users to access and use such Services in accordance with and subject to the terms of the Agreement relating to that Customer;
 - 1.8.3 Purchased Items are the subject matter of an Order Form with a Customer and could include: access to and use of a Solution(s), access to any premium features/ functionality of or in connection with a Solution(s), access to any premium subscriptions in connection with a Solution(s);
 - 1.8.4 Services are the subscription services provided by Voult to the Customer under the Agreement as a whole; and
 - 1.8.5 the Platform is the cloud-native 'Platform as a Service' used by Voult for this purpose.

2. Last Updated

This Policy was last updated on 1 March 2025. For previous versions of this Policy see <https://voults.com/legal/>.

3. Changes to this Policy

- 3.1 ***For any person who is not a Customer at the time of such posting*** - Voults shall, at its absolute discretion, be entitled to amend this Policy or any part of it by posting an updated version of this Policy at <https://voults.com/legal/> and such updates will be effective upon such posting or, if later, the 'Last Updated' date specified in such updated version of this Policy.
- 3.2 ***For any person who is a Customer at the time such Update Notification is made*** – Voults may at its absolute discretion make, and notify the Customer of, updated versions of this Policy by notifying the Customer of any such Update(s) by way of Update Notification in accordance with the Agreement. Such Update(s) will be effective in respect of the Customer in question in accordance with the applicable provisions of the Agreement.
- 3.3 If Voults makes any amendments to this Policy, it will change the 'Last Updated' date in **paragraph 2** above in such updated version of this Policy.

4. Restrictions of use

- 4.1 **Paragraphs 4.2, 5 and 6** are in addition to any access/ usage restrictions set out in the Order Form(s) with the Customer in question and/or as set out in that Customer's Agreement.
- 4.2 As a condition of access to and use of any Services, each Customer (on its own behalf and on behalf of all of its Authorised Users) and each of that Customer's Authorised Users agrees not to use Services, any Solution, any other Purchased Item and/or the Platform nor permit them to be used:
- 4.2.1 for any purpose that is prohibited by this Policy or the Agreement relating to that Customer;
 - 4.2.2 for any unlawful purpose, activity, business, or enterprise and/or to violate any applicable law;
 - 4.2.3 in any manner that infringes, misappropriates, or otherwise violates any Intellectual Property Rights;
 - 4.2.4 to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party rights;
 - 4.2.5 to commit any act of fraud;
 - 4.2.6 to store or transmit Malicious Code;
 - 4.2.7 for purposes of promoting unsolicited advertising or sending spam;
 - 4.2.8 to simulate communications from Voults or another service or entity in order to collect identity information, authentication credentials, or other information ('phishing');
 - 4.2.9 in any manner that disrupts the operations, business, equipment, websites or systems of Voults or any other person or entity (including any denial of service and similar attacks);
 - 4.2.10 in any manner that harms or may endanger minors or any other person;
 - 4.2.11 in connection with any service, use or purpose where the failure of the Services, any Solution, any other Purchased Item and/or the Platform may endanger the health or life of any person or cause damage or loss to any tangible property or the environment;
 - 4.2.12 to promote any unlawful activity;
 - 4.2.13 to represent or suggest that Voults endorses any other business, product or service unless Voults has separately agreed to do so in writing;
 - 4.2.14 to gain unauthorised access to or use of any computers, data, systems, accounts or networks of any person;
 - 4.2.15 to modify, copy, or create derivative works based on the Services, any Solution, any other Purchased Item and/or the Platform;
 - 4.2.16 to reverse engineer, disassemble, decompile, translate or otherwise seek to obtain or derive the source code, underlying ideas, algorithms, file formats, non-public APIs or Integrations of or to the Services, any Solution, any other Purchased Item and/or the Platform;
 - 4.2.17 to remove or obscure any proprietary notices in or on the Services, any Solution, any other Purchased Item and/or the Platform;

- 4.2.18 in any manner which may impair any other person's use of the Services, any Solution, any other Purchased Item and/or the Platform or use of any other services provided by Vault to any other person;
- 4.2.19 to circumvent or to attempt to circumvent any security controls or mechanisms;
- 4.2.20 to circumvent or to attempt to circumvent any access restrictions, contractual usage limits relating to the Services, any Solution, any other Purchased Item and/or the Platform or circumvents or interferes with any mechanisms to enforce the foregoing;
- 4.2.21 in any manner inconsistent with the Agreement relating to that Customer, the Documentation or any instructions provided by Vault from time to time; and/or
- 4.2.22 to overwhelm or attempt to overwhelm Vault's infrastructure in respect of the Services/ the Platform by imposing an unreasonably large load on Vault's systems that consume extraordinary resources.

5. Customer Data and communication standards

Any Customer Data or communication made on or using the Services, any Solution, any other Purchased Item and/or the Platform by Customer or any of its Authorised Users must conform to appropriate and lawful standards of accuracy, decency and lawfulness, which shall be applied in Vault's discretion, acting reasonably. In particular, each Customer warrants and undertakes that its Customer Data and each such communication shall at all times be:

- 5.1 submitted lawfully and without infringement of any Intellectual Property Rights of any person;
- 5.2 free of any Malicious Code (at the point of entry);
- 5.3 factually accurate;
- 5.4 provided with all necessary consents of all relevant third parties;
- 5.5 not defamatory or likely to give rise to an allegation of defamation;
- 5.6 not obscene, seditious, vulgar, pornographic, sexually explicit, discriminatory or deceptive;
- 5.7 not abusive, threatening, offensive, harassing or invasive of privacy;
- 5.8 free of any content or activity that is, or may reasonably be suspected to be, terrorist in nature;
- 5.9 not racist, sexist or xenophobic;
- 5.10 not of a nature that any courts, regulators, law enforcement authorities or other governmental authorities may order be blocked, deleted, suspended or removed;
- 5.11 not liable to offend religious sentiments or deeply held beliefs; and
- 5.12 unlikely to cause offence, embarrassment or annoyance to any person.

6. Linking and other intellectual property matters

As a condition of access to and use the Services, any Solution, any other Purchased Item and/or the Platform by, each Customer (on its own behalf and on behalf of all of its Authorised Users) and each of that Customer's Authorised Users agrees not to:

- 6.1 create a frame or any other browser or border environment around the content of the Services, any Solution and/or any other Purchased Item;
- 6.2 display any of the trademarks or logos used on or in connection with the Services, any Solution, any other Purchased Item and/or the Platform without Vault's prior express written permission together with (as and where applicable) that of the owner of such trademarks or logos; or
- 6.3 use Vault's trademarks, logos or trade names in any manner without Vault's prior express written permission.

7. Failure to comply with/ breach of this Policy by the Customer or any of its Authorised Users

Without limiting anything else herein or in the Agreement, if Customer fails to comply with and/or otherwise breaches any term(s) of this Policy, then such failure to comply/breach will be considered to be a material breach by the Customer of the Agreement, and for which Vault shall be entitled to, without limitation, exercise all available rights and remedies under the Agreement.

[End of Policy]