

Acceptable Use Policy

This Acceptable Use Policy (“**AUP**”) governs use of PandaDoc Inc.’s, and its affiliates (collectively, “**PandaDoc**”), websites (e.g., www.pandadoc.com), online services and applications, and any related downloadable software made available by PandaDoc for use with such services (collectively, the “**Services**”). “**You**” and “**Your**” mean the “**Customer**” individual or legal entity accessing and using the Services under an agreement with PandaDoc, and any users granted such access and use rights by Customer. By accessing or using the Services, you agree to comply with this AUP. Terms not otherwise defined in this AUP will have the meaning set forth in the [Master Services Agreement](#) (the “**Agreement**”).

The purpose of this AUP is to ensure the responsible and ethical use of the Service, protect the integrity and security of our platform, and maintain compliance with applicable laws and regulations.

A. Prohibited Activity. You agree that You will not:

1. Conduct IP Infringement. Infringe or misappropriate any PandaDoc or related third-party copyright, trademark, or other intellectual property, proprietary right, license right, or legal content protection;
2. Conduct Illegal Activities. Violate any applicable laws, rules or regulations, violate the rights others, distribute personal or confidential information without securing the necessary rights, permissions, and consents, or encourage or promote activities in violation of any applicable laws, rules, or regulations;
3. Perform Malicious Activities. Access, use, store, share, distribute, display, publish, transmit, or send content or promote, support, or facilitate a cause or action that is or could be deemed offensive, harassment, inflammatory, hateful, defamatory, discriminatory, obscene, abusive, invasive of privacy, or harmful to others. Distribute unwanted, unsolicited, or harassing mass emails, conduct phishing scams, or transmit unwanted promotional or commercial content, including spam. Take any action that materially interrupts or interferes with, or that might reasonably have been expected to materially interrupt or interfere with or otherwise harm or provide unauthorized access or cause unauthorized modifications to the Service or PandaDoc’s business operations;
4. Transmit Malware. Transmit into or use with the Services any of the following: viruses, malware, malicious or destructive code, or any other routine, device, or other undisclosed feature (e.g., time bomb, software lock, malicious logic, worm, trojan horse, back door, or software routine) that either interferes with or otherwise harms or provides unauthorized access or causes unauthorized modifications to the Services;
5. Reverse Engineer. Reverse engineer, decompile, disassemble, attempt to gain unauthorized access to, or attempt to discover the underlying source code or structure of, the Services, PandaDoc work product, or the technology and software used to provide them, and all intellectual property and proprietary rights therein;
6. Resell. Commercially sell, resell, license, sublicense, distribute, or frame the Service to a third party unless authorized by PandaDoc in writing
7. Violate the Agreement. Access (including through any interfaces provided within the Services) any PandaDoc product or service, or other third-party service or website, in a manner that violates the terms for use of, or access to, such product, service, or website; or

8. **Impersonate.** Mislead or confuse others by alleging to be someone else or alleging to represent an organization You do not represent. Remove, obscure, or cancel from view any copyright, trademark, or other proprietary or confidentiality notice or legend appearing in the Service or Documentation;
9. **Interfere.** Interfere or attempt to interfere in any manner with the functionality or proper working of the Services. Breach or otherwise bypass any security or authentication measures of the Services. Distribute content that interferes with or otherwise harms or provides unauthorized access or causes unauthorized modifications to the operation of any PandaDoc or related third-party networks, servers, or other infrastructure;
10. **Disparage.** Access, use, or otherwise exploit the Services for purposes of competing with or disparaging PandaDoc or the Services;

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- B. Prohibited Data.** PandaDoc does not intend the use of the Services to be in compliance with the Payment Card Industry Security Standards. You agree not to use the Services to submit or store Payment Card Industry (PCI) data
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- C. Not For Use By Children.** The Services are not intended for use by individuals under the age of eighteen. By using the Services, You represent and warrant that You are at least eighteen years old.
- D. Location of Access.** You are responsible for securing, using, and monitoring an internet connection, which may include a VPN, that is compliant with laws and regulations of the jurisdiction from which you access PandaDoc's Services.

You are prohibited from using the Services (a) in a jurisdiction that is subject to a United States government embargo, or that is in Group E of Title 15, Part 740 Supplement 1 Country of the United States Code of Federal Regulations, (b) in a jurisdiction that has been designated by the United States government as a "terrorist supporting" country, (c) in a jurisdiction that is listed on any other United States government list of prohibited or restricted parties, or (d) in violation of any other embargo or export restriction; unless You have secured express written approval from the applicable governing authority.

- E. Reported IP Abuse.** To the extent You use the Services to publish or otherwise make available content, You must comply with any notices received under Title II of the Digital Millennium Copyright Act of 1998 (Section 512 of the U.S. Copyright Act) or similar statute in other countries (the "**DMCA**"). If PandaDoc receives a notice alleging that material made publicly available via PandaDoc Services infringes or misappropriates another party's intellectual property, PandaDoc may take any remedial action it deems necessary.

If You encounter content that You believe violates this AUP, please report it to us using the Report Abuse link on PandaDoc's website. PandaDoc may but is not obligated to investigate any violation of this AUP or misuse of the Services.

- F. Violation of this AUP.** In addition to any other remedies that may be available, PandaDoc reserves the right, in its sole discretion, to take any remedial action it deems necessary, including immediately suspending or terminating Your account or unpublishing any Customer Content to prevent disruption of the Services or to protect the rights and safety of individuals, customers, or PandaDoc.

If Customer has, or PandaDoc reasonably suspects based on documented evidence that Customer has, violated any law or regulation, PandaDoc may report such violations to the appropriate law

enforcement officials, regulators, or other third parties. PandaDoc's reporting may include disclosing relevant Customer information. PandaDoc also may cooperate with appropriate law enforcement agencies, regulators, or other third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this AUP.

- G. Revision to this Policy.** PandaDoc may revise this AUP from time to time to reflect changes to technologies, industry practices, regulatory requirements, or as we deem necessary. Any such revision will be effective upon renewal of your agreement with PandaDoc after publications of the updated AUP to PandaDoc's website.