

ACCEPTABLE USE POLICY

For managed systems, integrations and AI-enabled Services

Version 2.2 | Effective 12 July 2026

PROCESS LABS AI SOLUTIONS LIMITED

Process Labs AI Solutions Limited (Company No. 17036074), registered in England and Wales. Registered office: 64 Nile Street, London, England, N1 7SR. ICO Registration: ZC094994.

This Policy forms part of the Agreement only where incorporated in the Order. It protects customers, individuals, ProcessLabs and Third-Party Services.

1. Prohibited use

- Unlawful, fraudulent, deceptive, defamatory, discriminatory, harassing or abusive activity.
- Malware, credential theft, unauthorised access, security circumvention, denial of service, scraping contrary to law or terms, or interference with any system.
- Processing Personal Data without a lawful basis, notice, authority or required consent.
- Uploading Special Category, criminal-offence, payment-card, authentication or other high-risk data without express written approval and safeguards.
- Impersonating a human or organisation deceptively, concealing AI use where disclosure is required, or generating misleading endorsements or evidence.
- Emergency, safety-critical or high-risk use, or use as the sole channel for urgent communications.
- Automated decisions producing legal or similarly significant effects without required lawful basis, safeguards and agreed design.
- Unsolicited marketing, spam, prohibited cold calling or messaging, or breach of PECR, UK GDPR or preference services.
- Infringing intellectual property, confidentiality, privacy or other third-party rights.
- Attempting to train, reverse engineer, benchmark for publication, resell or provide access to the Services except as expressly permitted.

2. Customer controls

- Maintain accurate scripts, rules, pricing, availability, notices and escalation contacts.
- Use trained, authorised users and proportionate human oversight.
- Protect credentials and notify compromise promptly.
- Maintain an alternative human route and business continuity.
- Test material changes before production and keep appropriate records.

3. Monitoring and investigation

The Company may use proportionate automated, sample-based or issue-led monitoring to protect security, legality and provider access. It does not undertake to monitor every use. The Customer shall reasonably cooperate with an investigation and preserve relevant information.

4. Enforcement

The Company may warn, restrict, remove content, rate-limit or suspend affected Services proportionately. Immediate action is permitted for credible illegality, security risk, harm or provider requirement. Material or repeated breach may result in termination under the Master Terms. The Company may report matters where legally required.

5. Reporting

Report suspected misuse or security issues promptly to info@theprocesslabs.co.uk. Do not include passwords or unnecessary Personal Data.

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6. Changes

The Company may update this Policy reasonably for legal, regulatory, security, provider or operational reasons under clause 28 of the Master Terms. A material change will be notified in advance where practicable and will not retrospectively convert compliant past use into a breach.