

Acceptable Use Policy

Last Updated: March 28, 2025

Concentrix may update this Acceptable Use Policy periodically, with the latest version available on the Website. Continued use of the Platform signifies your acceptance of the updates.

When you use our services, you agree to adhere to our policies, applicable law, and not to misuse the services or help anyone else to do so. We are committed to maintaining a secure and reliable service environment and will take all reasonably necessary actions to protect the interests of our users. Therefore, you must not do, and not attempt or permit anyone else to do, any of the following in connection with our services:

1. **Lawful Use.** You will use the Platform only for lawful purposes and in accordance with all applicable laws, regulations, and third-party rights.
2. **Interference.** You shall not interfere with, disrupt, or otherwise negatively impact the functionality or performance of the Platform, including attempting to overload the system, conduct denial-of-service attacks, or otherwise compromise the infrastructure.
3. **Data Harvesting.** Unauthorized collection or storage of sensitive data, for any purpose, is not allowed.
4. **Prohibited Use.**
 - a. **Jailbreaking.** Any attempt to Jailbreak or Manipulate the underlying LLM model serving the Services are strictly prohibited.
 - b. **Unauthorized Modifications.** You must not tamper with the Platform, including attempting to or assist anyone to, reverse engineer, decompile or discover the source code or underlying components of our Services, including our models, algorithms, or systems.
 - c. **Bulk Operations.** The Services should not be using the Services for large-scale data transformations, including bulk translations, transcriptions, calculations, generations, or executions.
 - d. **Rate Limit Adherence.** You must not interfere with or disrupt our Platform, including circumvent any rate limits or restrictions or bypass any protective measures or safety mitigations we put on our Platform.
 - e. **Credential Sharing.** You must safeguard, and not share your credentials with others, whether inside or outside your organization, and you are responsible for all activities that occur under your account.
 - f. **Single Device Access.** You must not access the Platform from multiple devices simultaneously.
 - g. **No Resale of Services.** You should not attempt to modify, copy, lease, sell, or resell the Services.
 - h. **Prohibited Content Creation.** You must avoid generating content that promotes violence, cyber bullying or harassment, hate speech, or the dissemination of misinformation, or generate content that harms others in any way.
5. **Confidential Information.** You must not disclose any Confidential Information while using our Services. This includes but is not limited to trade secrets, intellectual property, financial information, or any other sensitive data.
6. **Illegal Content Prohibition.** You are strictly prohibited from inputting or requesting the generation or output of illegal materials. Further, you are responsible for ensuring that any input does not generate output that would violate any applicable laws or the Subscription Agreement.
7. **Output:** You may not claim that Outputs from the Services are human made. Also, you should not automatically or programmatically extract data or Output or use Outputs to develop competing models.
8. **Misrepresentation.** The Platform must not be used to impersonate individuals or entities, or to distribute false or misleading information.
9. **Intellectual Property.** You must not use the Platform to infringe on the intellectual property rights of others, including generating or distributing copyrighted material without permission.

If you violate or are suspected of violating this Acceptable Use Policy, we may take appropriate actions, including, immediately and indefinitely suspending or terminating you or your organization's access to the Platform.