

Customer Acceptable Use Policy

Last updated: 13 August 2026

This Acceptable Use Policy (“AUP”) outlines the rules and restrictions for use of Causaly’s Services and is incorporated by reference into the agreement between Causaly and Customer.

By accessing or using the Services, Customer agrees that it, its affiliates, and their respective users will not use the Services in any way that violates this AUP.

1. Prohibited Uses

- Engage in illegal or unlawful activity under any applicable law or regulation.
- Infringe, misappropriate, or violate any third party’s rights, including intellectual property, privacy, publicity, or confidentiality rights, including by uploading or inputting any content that Customer does not hold the necessary rights, license, or permissions to use.
- Engage in deceptive, fraudulent, or misleading practices.
- Access, store, distribute, or disseminate spam, malware, ransomware, phishing attacks, or any other malicious code or content, including by uploading files or content containing malware or code designed to perform actions other than those the Services are intended to provide.
- Compromise, disrupt, or harm the integrity, availability, or performance of the Services or any other systems or networks.
- Modify, create derivative works of, or copy the Services or Causaly Content, except as expressly permitted under the agreement between Causaly and Customer.
- Use any automated system, including without limitation “robots”, “spiders”, or “offline readers”, to access the Causaly Service in a manner that sends more request messages to the Causaly Service than a human can reasonably produce in the same period of time by using a conventional online web browser.
- Circumvent or attempt to circumvent security controls, authentication measures, or usage restrictions. Circumvent, disable, or attempt to bypass any safety, content moderation, or guardrail features of the Services (including by jailbreaking or prompt injection).
- Conduct or attempt to conduct any penetration testing, vulnerability scanning, security assessment, or any other form of security or network testing on or against the Causaly Service or any underlying infrastructure, without Causaly’s prior written consent.
- Represent outputs generated by the Services as human-authored when they are not, or represent such outputs as reviewed, approved, or vetted by Causaly.
- Use the Services for high-risk use cases, including but not limited to those classified as "high-risk AI systems" under applicable law (such as the EU AI Act), such as weapons development, autonomous vehicle decision-making, or life-critical systems.
- Facilitate, promote, or incite violence, hatred, or discrimination against individuals or groups based on race, ethnicity, nationality, religion, gender, gender identity, sexual orientation, disability, or any other protected characteristic.
- Spread misinformation about a group, entity or person or about any laws, regulations, current affairs, medical, health or science issues.
- Generate or facilitate content that is sexually explicit, exploitative, psychologically or emotionally harmful, harassing, or abusive.
- Use prompts, Service Outputs, Causaly Content, or any other data derived from or accessed via the Services to train, fine-tune, or otherwise develop any artificial intelligence or machine learning model, or to build a competing product or service (including via automated extraction, bulk access, or "model scraping").
- Use or access the Services in violation of applicable export control or economic sanctions laws, including those of the United States and United Kingdom.

- Where the Services incorporate or rely on third-party or upstream AI models or components, use the Services in a manner that violates the acceptable use policies of those underlying providers, as notified by Causaly from time to time.
- Reverse engineer, decompile, extract model weights or parameters from, or use Service Outputs to develop a competing product or service.
- Provide, lend, sublicense, rent, sell, resell, transfer, assign, disclose, or otherwise distribute the Services, access credentials, or Causaly Content to any third party, except as expressly permitted under the agreement between Causaly and Customer.

2. Restricted Use Cases

Any use which could result in decisions that produce legal or similarly significant effects on natural persons without appropriately qualified human oversight, such as fully automated decision-making within these categories, with no meaningful human review, is separately prohibited under Section 5 (Automated Decision Making).

- Medical or health-related advice, diagnosis, treatment, or services.
- Providing legal advice or services.
- Patient-specific clinical decisions, including diagnosis, treatment selection, or prescribing. The Services are not a medical device and are not designed, intended, or validated for such use.
- Decisions regarding eligibility for financial services and products such as credit worthiness determinations or lending decisions.
- Employment decisions or decisions regarding eligibility for housing, including leases and home loans.

3. Special Category Data

Customer acknowledges that the Services are not designed for the processing of “special category data” under the UK GDPR or sensitive personal data under other applicable data protection laws.

Causaly disclaims all liability for the processing of such data, unless separately agreed via a written amendment to the Data Processing Agreement.

4. Benchmark Testing Restriction

Customer may not publish or share performance or accuracy results of the Causaly Services or any component of it, including Service Outputs, without Causaly’s prior written consent. This includes any benchmarking, model evaluation, or system performance testing intended for publication, promotional use, or third-party distribution. Internal testing for operational purposes is permitted provided it complies with this AUP and any applicable agreements.

5. Automated Decision Making

The Causaly Services may not be used to make fully automated decisions in contexts that affect individual rights, safety, or well-being, including decisions relating to finance, employment, health care, housing, insurance, education, or legal eligibility. Where use of Service Outputs influences any such decision, the Customer must ensure adequate human review and compliance with applicable legal frameworks, including but not limited to the EU AI Act, GDPR, or any other relevant applicable automated decision-making laws.

6. Use for Regulatory or Legal Compliance

The Customer may not rely on any Service Output from the Causaly Services as a substitute for legal, compliance, or regulatory advice. Outputs may contain factual inaccuracies or omit relevant context. Any use of Service Outputs in legal, compliance, or regulatory settings must be independently reviewed by qualified personnel, and the Customer remains solely responsible for ensuring accuracy, completeness, and legal sufficiency.

7. User and End User Notifications

The Customer is responsible for notifying its end-users when they are interacting with Causaly's AI-generated content or Service Outputs derived from the Services. The Customer must not misrepresent such content as being human-generated or omit material facts regarding its artificial origin.

8. Security Obligations

Customer is responsible for implementing and maintaining appropriate technical and organizational measures to secure its use of the Services, including access credentials, user roles, and data transmission. Any suspected compromise of credentials or unauthorized access must be reported to Causaly without undue delay.

9. Violations

Causaly may suspend or terminate Customer's access to the Services if it reasonably determines that Customer has violated this AUP. Causaly may also remove content, restrict functionality, or take other actions as necessary to comply with law, protect individuals, or safeguard the Services. Where Causaly reasonably believes a violation is illegal, poses a security or safety risk, or is otherwise severe, it may suspend or terminate access immediately and without prior notice; for other violations, Causaly will provide notice and a reasonable opportunity to cure where practicable. Following any termination, Customer will have a reasonable period, as set out in the applicable agreement, to export its data before it is deleted, except where retention is required by law.

10. Updates to this AUP

Causaly may update this Acceptable Use Policy from time to time to reflect changes in legal, regulatory, technical, or third-party supplier acceptable use requirements. Updates will be effective upon posting a revised version at <https://get.causaly.com/legal> or as otherwise communicated to Customer. Continued use of the Services following notice of an update constitutes acceptance of the revised policy. If a material change is made that, in Causaly's reasonable judgment, adversely affects Customer, Causaly will provide reasonable advance notice.