

EDVAK

Acceptable Use Policy

Version 1.0 · Effective August 01, 2026 · <https://edvak.com/agreements/aup>

This Edvak Acceptable Use Policy (“AUP”) governs use of the Service and is incorporated into the Agreement by the Order Form. It applies to Customer and all Users. Capitalized terms not defined here have the meanings given in the Edvak Master Subscription Agreement (“MSA”). Violations may result in suspension as described in the MSA.

1. Prohibited Conduct

Customer and Users will not, and will not permit anyone else to: (a) use the Service in violation of Applicable Laws or for any unlawful, fraudulent, or deceptive purpose; (b) submit or transmit content that infringes or misappropriates anyone’s intellectual property or other rights, or that Customer or its Users lack the rights or consents to submit; (c) upload or transmit viruses, malware, or other harmful code, or use the Service to distribute them; (d) interfere with or disrupt the integrity, security, or performance of the Service or the data of other customers; (e) attempt to gain unauthorized access to the Service, other accounts, or other systems or networks; (f) misrepresent identity or affiliation, or impersonate any person or entity; (g) probe, scan, or test the vulnerability of the Service, or breach or circumvent any security or authentication measure, without Edvak’s prior written authorization; (h) use the Service to send unsolicited or unauthorized communications, advertising, or spam; (i) harvest or collect information about other customers or their patients without authorization; or (j) resell access to the Service or use it on behalf of anyone other than Customer, except as the Agreement expressly permits.

2. Patient Communications

The Service includes features for communicating with patients, including email, SMS, and voice features such as the AI receptionist. Customer is solely responsible for: (a) obtaining and documenting all consents and authorizations required by Applicable Laws — including the Telephone Consumer Protection Act, the CAN-SPAM Act, and state telemarketing and privacy laws — before initiating calls, texts, or emails to patients or other individuals through the Service; (b) honoring opt-out and revocation requests promptly and maintaining suppression records; and (c) ensuring the content and timing of its communications comply with Applicable Laws and professional standards. Edvak provides the communication tools; Customer controls and is responsible for their use.

3. AI Features

Use of AI Features is also governed by the Edvak AI Terms, including the use restrictions in Section 7 of the AI Terms. Customer and Users will not use the AI Features to generate content that is unlawful or harmful, and will not attempt to circumvent safety measures, extract underlying models, or reverse engineer the AI Features.

4. Security Responsibilities

Customer and Users will keep login credentials confidential, will not share individual user accounts, will use reasonable security practices on devices used to access the Service, and will promptly notify Edvak of any suspected compromise. Suspected vulnerabilities in the Service should be reported to security@edvak.com and may not be publicly disclosed without Edvak’s consent.

5. Enforcement

Edvak may investigate suspected violations of this AUP and may suspend access as described in Section 3.3 (Suspension) of the MSA, remove or disable access to violating content, and notify law enforcement where appropriate. Edvak will notify Customer of enforcement actions when practical.