
Hubswire — Acceptable Use Policy

Effective Date: 2026-09-30 **Version:** 1.1 **Last Updated:** 2026-09-30

This Acceptable Use Policy (“**AUP**”) governs use of the Hubswire collaborative email platform and related services (the “**Service**”). It is incorporated by reference into the [Hubswire Terms of Service](#) (the “**Terms**”). Capitalized terms not defined here have the meaning given in the Terms. Hubswire may update this AUP from time to time; the current version is published at <https://hubswire.com/legal/Hubswire-Acceptable-Use-Policy.pdf>.

Customer is responsible for its own and its Authorized Users’ compliance with this AUP. A violation of this AUP is a breach of the Terms.

1. Prohibited content

Customer will not use the Service to store, send, transmit, or make available any content that:

(a) is unlawful, defamatory, obscene, harassing, threatening, hateful, or invasive of another’s privacy; (b) infringes or misappropriates any intellectual property, publicity, or other right of any third party; (c) contains malware, viruses, ransomware, worms, phishing payloads, or any other malicious or harmful code; or (d) is fraudulent or promotes illegal activity.

2. Prohibited conduct

Customer will not, and will not permit any Authorized User or third party to:

(a) send unsolicited bulk or commercial email (“spam”) or otherwise violate anti-spam or electronic-marketing laws (including CAN-SPAM, CASL, and the GDPR/ ePrivacy rules), including by sending email without the recipient consents and sender disclosures those laws require; (b) forge headers or otherwise manipulate identifiers to disguise the origin of any message sent through the Service; (c) attempt to gain unauthorized access to, probe, scan, or test the vulnerability of any system, account, network, or data, whether Hubswire’s or a third party’s; (d) interfere with or disrupt the integrity or performance of the Service, or circumvent or attempt to circumvent any access control, rate limit, or security mechanism; (e) access the Service using automated means (bots, scrapers, crawlers) except via Hubswire’s documented APIs and within published rate limits; (f) reverse engineer, decompile, or attempt to derive the source code of the Service, or use the Service

or its outputs to build or train a competing product, model, or service; (g) resell, sublicense, or make the Service available to any third party outside Customer's authorized seats; or (h) use the Service in violation of any applicable export control or economic sanctions law (see Terms §4.7).

3. Data limitations

(a) Customer will not submit Sensitive Personal Information (including protected health information, payment cardholder data, government-issued identifiers, financial account numbers, biometric or genetic data, or precise geolocation) to the Service unless a separate written agreement (such as a Business Associate Agreement) expressly permits it. The Service is **not** PCI DSS compliant.

(b) Customer is responsible for having a lawful basis, and all necessary consents and notices, to process the personal data it submits to the Service, as further described in our Data Processing Agreement, available on request at privacy@hubswire.com.

4. Fair use and resource limits

The Service is subject to documented usage limits (including API rate limits, storage, and message-volume thresholds). Customer will not use the Service in a way that materially exceeds those limits or that degrades or threatens the integrity, performance, or security of the Service or of other customers. See Terms §5.4.

5. Enforcement

Hubswire may investigate suspected violations and may remove or disable access to offending content or accounts. Hubswire may suspend or terminate access for a violation of this AUP as described in Terms §4.6 and §7. Where practicable, Hubswire will give notice and a reasonable opportunity to cure, except in cases of repeated breach, security or legal risk, or a threat of imminent harm, where Hubswire may act immediately.

6. Reporting

To report a suspected violation of this AUP, contact legal@hubswire.com.

Changelog:

VERSION	DATE	CHANGES
1.0	2026-09-30	Initial publication (drafted 2026-07-01). Extracted and expanded from Terms §3.2 and §4.3.
1.1	2026-09-30	Data Processing Agreement referenced as available on request (§3).