

ACCEPTABLE USE POLICY

Provider: Faciliter AI, a Société par Actions Simplifiée Unipersonnelle (SASU)

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Contact: contact@faciliter.ai

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1. PURPOSE AND SCOPE

This Acceptable Use Policy ("AUP") governs your use of the MyFAQ platform and related services (the "Service") provided by Faciliter AI. This policy applies to all users who access the Service, including organization administrators, invited team members, and any authorized users.

By using the Service, you agree to comply with this AUP. Violation of this policy may result in suspension or termination of your access to the Service.

2. PERMITTED USE

2.1 Business Purpose. The Service is intended for legitimate business purposes, including:

- Managing and organizing corporate knowledge bases
- Processing Request for Proposal (RFP), Request for Information (RFI), and similar documents
- Generating AI-assisted responses for business communications
- Collaborating with authorized team members within your organization

2.2 Professional Use. The Service is designed for professional (B2B) use. Users must be authorized representatives of their organization with legitimate business needs.

3. PROHIBITED ACTIVITIES

You agree NOT to use the Service to:

3.1 Illegal or Harmful Activities

- Violate any applicable laws, regulations, or third-party rights
- Engage in fraudulent, deceptive, or misleading activities
- Upload, transmit, or store content that infringes intellectual property rights
- Distribute malware, viruses, or other harmful code

3.2 Abuse of AI Systems

- Attempt to manipulate AI outputs for deceptive purposes
- Generate content intended to mislead about the involvement of AI
- Use AI outputs in ways that violate AI transparency laws (including EU AI Act requirements)
- Submit AI-generated responses to third parties without appropriate verification (see Duty to Verify)

3.3 Security Violations

- Attempt to access accounts, data, or systems without authorization
- Circumvent or probe security controls or authentication mechanisms
- Share login credentials with unauthorized persons
- Interfere with or disrupt the Service or connected networks

3.4 Resource Abuse

- Use automated scripts or bots to access the Service in a manner that degrades performance
- Attempt to reverse engineer, decompile, or extract source code from the Service
- Resell, redistribute, or sublicense access to the Service without written authorization

4. DUTY TO VERIFY AI OUTPUTS

4.1 User Responsibility. You acknowledge that AI outputs are probabilistic and may contain errors, inaccuracies, or "hallucinations." **You bear sole responsibility for reviewing and verifying all AI-generated content before use.**

4.2 Professional Judgment. The Service is a drafting aid, not a substitute for professional judgment. You must verify all AI outputs against authoritative sources before submitting proposals, contracts, or other business communications to third parties.

4.3 Disclosure. Where required by law or contractual obligations, you must disclose to recipients that content was generated with AI assistance.

5. CONTENT GUIDELINES

5.1 Uploaded Content. You are responsible for all content you upload to the Service. You must have the legal right to upload and process such content.

5.2 Prohibited Content. You may not upload content that:

- Contains personal data without appropriate legal basis under GDPR
- Violates confidentiality obligations owed to third parties
- Contains defamatory, obscene, or offensive material
- Promotes illegal activities or violence

6. ACCOUNT SECURITY

6.1 Credential Protection. You must maintain the confidentiality of your login credentials and immediately notify us of any suspected unauthorized access.

6.2 Authorized Users. Organization administrators are responsible for managing user access and ensuring all invited users comply with this AUP.

7. ENFORCEMENT

7.1 Monitoring. We reserve the right to monitor use of the Service to ensure compliance with this AUP.

7.2 Consequences. Violations of this AUP may result in:

- Warning notification
- Temporary suspension of access
- Permanent termination of access
- Legal action where appropriate

7.3 Reporting. If you become aware of any violation of this AUP, please report it to contact@faciliter.ai.

8. CHANGES TO THIS POLICY

We may update this AUP from time to time. Material changes will be notified via email or through the Service dashboard. Continued use of the Service after such notice constitutes acceptance of the updated policy.

9. CONTACT

For questions about this Acceptable Use Policy, please contact us at contact@faciliter.ai.