⊜ tines

TINES
FAIR USE POLICY

This **FAIR USE POLICY** ("**Policy**") outlines the guidelines and acceptable use of the software and related offerings provided by Tines (the "**Offerings**"). The goal of this Policy is to ensure a fair and consistent experience for all customers and maintain the overall performance and reliability of our Offerings. This Policy forms an integral part of the master agreement or terms agreed to by and between Tines and any users of our Offerings (each, a "**Customer**").

1. **Acceptable Use Generally**. Users of our Offerings are expected to use the Offerings in a manner consistent with its intended purpose and in compliance with licensing restrictions, as well as applicable laws and regulations. This includes using workflow features, Story Units/Flows, stories/storyboards, and other platform elements as designed for legitimate business processes.

2. **Internal Use Only**. The Offerings are intended to be used in support of Customer's internal business operations unless otherwise agreed in writing between Tines and the Customer.

3. **Prohibited Uses**. The following uses of our Offerings are prohibited:
   a. Illegal Activities: Any use of the Offerings for activities that violate applicable laws and regulations, or otherwise infringe on the rights of others.
   b. Harmful or Excessive Usage: Engaging in activities that (i) consume excessive system resources, which may impair the performance of the Offerings for other Customers or (ii) that disrupt or harm the Offerings, including using the Offerings in a manner intended to improperly avoid incurring additional fees.
   c. Hazardous Uses. Using the Offerings in connection with the operation of dangerous or hazardous activities, including activities that, if the Offerings failed to perform, could result in personal injury, property damage, death, or environmental damage. Such prohibited activities include but are not limited to the operation of nuclear facilities, aircraft navigation, life-saving medical devices, and/or critical communication systems.
   d. Attempts to Circumvent License Restrictions. Any attempts to artificially manipulate the structure, connection, or organization of automations, Story Units/Flows, stories/storyboards, or other platform elements with the primary intent of circumventing licensing terms or reducing resource consumption contrary to the spirit of the agreement.

4. **Usage Limitations**. To ensure fair usage and maintain the quality of our Offerings, Tines may impose reasonable limits on the use of our Offerings. Any such limits shall only be imposed after advanced notice has been provided by Tines to Customer, and Customer has been given a reasonable opportunity to curtail such excess usage.

5. **Compliance.** Tines reserves the right to monitor the use of our Offerings to ensure compliance with this Policy, provided Tines shall at all times act in accordance with the master terms and conditions agreed to between Tines and a Customer. If Tines determines that a Customer is in violation of this Policy, Tines may take appropriate actions, including but not limited to (i) issuing a notice to the Customer about such violation and providing an opportunity to resolve the situation, or, (ii) if it is not feasible to provide such notice given the nature of the violation, Tines may temporarily suspend access to the Offerings until such issue is resolved.

6. **Communication**. Customers are encouraged to engage with Tines if they find their usage patterns changing significantly or if they require clarification on how their use of the Offerings aligns with this Policy. This proactive communication helps ensure that licensing agreements remain appropriate for evolving Customer needs.

7. **Updates**. Tines may update this Policy from time to time to reflect changes in our Offerings or to comply with legal or regulatory requirements. Tines will notify users of any material changes to this Policy.

8. **Questions**. If you have any questions about this Policy or believe that a Customer is in violation of this Policy, please contact Tines' Legal team at Legal@tines.io.