

## 1. INTRODUCTION

- 1.1 Welcome to the Six Degrees' Acceptable Usage Policy.
- 1.2 We are a provider of IT services, including managed cloud hosting, co-location services in our data centre, connectivity and unified communications.
- 1.3 In order to provide a high-quality service in compliance with the applicable legislation, this Acceptable Usage Policy apply to the use of all our services, network, equipment and systems.
- 1.4 This Acceptable Usage Policy explains your usage obligations, how to comply with these obligations and what will happen if your usage falls outside this Policy.

## 2. ACCEPTABLE USAGE

- 2.1 We provide communication services, IT hardware, software and network access as a resource to support your business activities. Access to these facilities is granted on the basis of this Acceptable Usage Policy.
- 2.2 You must conduct yourself honestly when using our facilities, and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others.
- 2.3 You must use software and services only in accordance with the corresponding licence agreements and you must adhere to our [Fair Usage Policy](#) at all times.
- 2.4 We are not responsible for third-party content and material that you may access via our services.
- 2.5 We reserve the right to amend the terms of this Policy from time to time. We will notify you if any changes are made.

### Usage Restrictions

- 2.6 When using our facilities, you must comply with all applicable laws.
- 2.7 We will not tolerate any unlawful or illegal use of our services, including:
  - (a) download or distribution of software or data in contravention of copyright restrictions;
  - (b) unsolicited communications or use of personal data in contravention of any applicable data protection law, including the UK GDPR, the General Data Protection Regulation (EU) 2016/679 and the Privacy and Electronic Communications Regulations;
  - (c) creation or transmission of material that might be defamatory for us or that contains adverse or derogatory comments about us or any members of our group;



- (d) transmission of any data that will adversely affect, interfere with or be malicious to our or any of our third parties' network, equipment or software.

#### Content Restrictions

- 2.8 You must not use the Services for any purpose, or store, distribute or transmit any material through any part of the Services, that:
- (a) is unlawful, harmful, threatening, defamatory, obscene, harassing or racially or ethnically offensive;
  - (b) facilitates or encourages illegal activity, including criminal skills or terrorism, human trafficking or modern slavery;
  - (c) depicts unlawful sexual imagery;
  - (d) promotes unlawful violence, discrimination based on race, gender, religious belief, sexual orientation, disability, or any other illegal activities; and
  - (e) constitutes a violation or infringement of the rights of any person, firm or company (including, without limitation, rights of copyright and confidentiality).

#### Your Responsibilities

- 2.9 You are solely responsible for your users' compliance with this Policy and for the use of our services.
- 2.10 You are responsible for all devices connected to our services and for ensuring that such devices have appropriate firewall and anti-virus software to protect you against any virus, worm, Trojan horse, or trap door program code.
- 2.11 You are responsible for implementing appropriate security measures to prevent unauthorised access to or misuse of our services.
- 2.12 You must not use our network knowingly to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of others.

### 3. Use of Artificial Intelligence (AI) Tools and Technologies

#### Authorized Use

- 3.1 Users may only use AI tools and technologies in accordance with applicable laws, regulations, and industry standards. Any AI application must not infringe on the rights of third parties or violate the terms of service of this acceptable use policy.



### Prohibited Activities

3.2 The following uses of AI tools and technologies are strictly prohibited:

- **Malicious or Harmful Purposes:** Creating, deploying, or facilitating malware, phishing schemes, deepfakes, or any other harmful or deceptive practices.
- **Violation of Privacy:** Using AI for unauthorized data scraping, surveillance, or any activity that invades the privacy of individuals or organizations.
- **Discrimination or Bias:** Employing AI tools that promote or result in discriminatory practices, profiling, or decisions based on race, gender, age, religion, or other protected attributes.
- **Misuse of AI-Generated Content:** Generating content using AI that is offensive, defamatory, or misleading, or that promotes illegal or unethical behaviour.

### Transparency and Accountability

3.3 Users must ensure that any AI applications used in connection with the managed services are transparent and auditable. Clear records must be maintained regarding:

- The AI systems in use, their intended purposes, and their operational parameters.
- Any significant decisions made or supported by AI systems, including data sources and algorithms.

### Security and Compliance

3.4 AI systems must adhere to the highest standards of data security and comply with all applicable data protection laws, including but not limited to:

- UK/GDPR (UK/General Data Protection Regulation).

### Breach and Accountability

3.5 If AI misuse is detected:

- Suspend or terminate the use of the tool
- Report the misuse to the Information Security Team



### AI Training and Learning Resources

- 3.6 Users must refrain from using sensitive, confidential, or proprietary data belonging to the provider, other clients, or third parties as training data for AI systems without prior explicit consent.

### Provider's Use of AI

- 3.7 Six Degrees may utilize AI tools and technologies for service delivery, monitoring, and optimization. The provider ensures that its use of AI adheres to ethical guidelines, industry best practices, and applicable legal standards.

## 4. HOW TO COMPLY WITH THIS POLICY

- 4.1 Please [contact us](#) if you require further information about this Policy, if you have any concern about your usage, or if you believe somebody has breached this Policy.

## 5. NON-COMPLIANCE WITH THIS POLICY

- 5.1 If we have reasons to believe you failed to comply with this Policy, we will attempt to contact you and give you instructions on how to remedy.
- 5.2 We reserve the right to disconnect or suspend your services in accordance with your Master Service Agreement if our attempts of contacting you are unsuccessful for reasons outside our control, or if you fail to comply with this Policy after being notified by us.
- 5.3 If a serious breach of this Policy occurs, or if we believe you have breached any laws, we may report you to and share your information with the police or any other law enforcement agency.