

## 1. INTRODUCTION

Welcome to the Six Degrees' Acceptable Usage Policy. We are a provider of IT services, including managed cloud hosting, co-location services in our data centre, connectivity and unified communications.

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.

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, support 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 services, 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.
- 2.4 We expect you to use our services in good faith and in a reasonable and proper way. We may impose (at our discretion) restrictions on the way in which we serve you if we consider your use appears to be inconsistent with this approach.
- 2.5 We are not responsible for third-party content and material that you may access via our services.
- 2.6 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

- 2.7 When using our facilities, you must comply with all applicable laws.
- 2.8 We will not tolerate any unlawful or illegal use of our services, including:
  - (a) creation or transmission of information encouraging criminal skills or terrorism, human trafficking or modern slavery;
  - (b) download or distribution of software or data in contravention of copyright restrictions;



- (c) 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;
- (d) creation or transmission of discriminatory or harassing material, pornographic or obscene content, defamatory or threatening material, or any other content which intentionally distress, offend or harm others;
- (e) 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;

2.9 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.

#### Fair Use

2.10 When using our services, you must:

- (a) only use our services and equipment for legitimate business purposes and according to the instructions provided by us (if any);
- (b) not perform continuous streaming or filesharing outside the ordinary course of business;
- (c) not use the services in such a way that adversely impact our network by slowing down its performance or that adversely impact the services we provide to other customer, as we reasonably expect and instruct you from time to time;
- (d) not use the services fraudulently or in breach of any law or statutory duty.

#### Your Responsibilities

2.11 You are solely responsible for your users' compliance with this Policy and for the use of our services.

2.12 You are responsible for implementing appropriate security measures to ensure that only your authorised users can access or use our services.

2.13 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.

2.14 Please note that, unless you have procured a specific service from us, we will not be responsible for ensuring that your devices connected to our services have appropriate firewall and anti-virus software to protect you against any virus, worm, Trojan horse, or trap door program code.

### 3. USE OF ARTIFICIAL INTELLIGENCE (AI) TOOLS AND TECHNOLOGIES

3.1 You must ensure that any use of artificial intelligence (AI) in connection to our confidential, sensitive, and personal data adheres to responsible and lawful data handling practices. This includes, but is not limited to, compliance with applicable confidentiality obligations and data protection laws and regulations.



- 3.2 You must implement appropriate measures to ensure that your users do not input our confidential, sensitive, and personal data in AI systems without a dedicated enterprise instance or private deployment, where data is used to train models or exposed to external systems.

#### 4. PENETRATION TESTING

- 4.1 The Computer Misuse Act 1990 prohibits unauthorised access to computer systems, which includes causing a computer to perform any function with the intent to secure access to any program or data without authorisation. Therefore, a security test conducted without proper consent may be deemed to be an offence under the Computer Misuse Act 1990 and potentially result in criminal liability.
- 4.2 You can only perform vulnerability testing on your hosted system or dedicated platform with Six Degrees' prior written consent. Such consent is subject to your acceptance of our standard Authorisation Form, a copy of which can be provided upon request. If you discover a security issue within any of your hosted system or dedicated platform during your security assessment, please contact [compliance@6dg.co.uk](mailto:compliance@6dg.co.uk) immediately.
- 4.3 If we give our consent to the performance of vulnerability testing on your hosted system or dedicated platform, you remain responsible for your own compliance with the relevant data protection legislation and confidentiality obligations, including for ensuring lawful processing and maintaining data security.
- 4.4 You shall not attempt to test the vulnerability of Six Degrees' system or network, including those provided in connection with your services, other than in accordance with this Policy and as described above.

#### 5. HOW TO COMPLY WITH THIS POLICY

- 5.1 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.

#### 6. NON-COMPLIANCE WITH THIS POLICY

- 6.1 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.
- 6.2 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.
- 6.3 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.