

Acceptable Use Policy

Platform Use Standards and Prohibited Conduct

Version 5.0 | Effective Date: 2 April 2026

1. Purpose

This AUP defines rules and standards for use of the HostLogic platform to protect its security, availability, and integrity.

2. Scope

Applies to all users: customers, administrators, partners, and API users.

3. Permitted Use

The platform may only be used for legitimate hospitality operations, property management, workflow automation, and guest communications.

4. Prohibited Activities

- Scraping or automated harvesting of platform data
- Reverse engineering or accessing source code
- Exploiting vulnerabilities or unauthorized access
- Transmitting spam, phishing, or abusive content
- Distributing malware or malicious code
- Interfering with platform availability or infrastructure
- Use for unlawful purposes
- Processing data in violation of privacy laws
- Misusing AI features to generate harmful or deceptive content
- Circumventing rate limits, capacity controls, or authentication

5. AI Feature Use Standards

AI features including AI Receptionist, Service Desk, and automated communications must be used responsibly. Users must not manipulate AI systems to generate harmful or misleading outputs. AI content directed at guests must comply with consumer protection laws.

6. Platform Integrity

Users must not bypass system protections, authentication, or monitoring, including denial-of-service attacks or infrastructure abuse.

7. API Usage

API users must comply with authentication rules, rate limits, and security requirements. Automated systems must operate within documented limits.

8. Data Protection

Users must not upload data violating privacy laws or individual rights. Customers are responsible for ensuring lawful authority to process data.

9. Monitoring and Enforcement

HostLogic may monitor usage to detect abuse. Violations may result in suspension or termination.

10. Reporting Abuse

security@hostlogic.io

11. Policy Updates

This AUP may be updated. Material changes communicated in advance.

12. Contact

support@hostlogic.io

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