Acceptable Use Policy

This Acceptable Use Policy ("AUP") is incorporated into the Master Services Agreement between KEIGHT LLC, an Iowa limited liability company ("Company") and Customer (the "MSA") and into the Support Portal Terms of Service. Capitalized terms not defined here have the meanings in the MSA.

1. Purpose and Who It Applies To

1.1 This AUP describes the kinds of businesses Company will not serve and the ways the Services may not be used. It applies to Customer, to every user Customer authorizes, and to every system Company operates or supports for Customer.

1.2 Customer is responsible for its users' compliance.

2. Definitions

"**Primary Business**" means the activity that generates the majority of a Customer's revenue, or that a Customer principally holds itself out as engaged in.

"**Restricted Industry**" means an industry listed in Section 3.

"**Sanctioned Party**" means a person or entity on a United States government restricted-party list (including the OFAC Specially Designated Nationals list), or a person or entity located in, organized under the laws of, or ordinarily resident in a country or region subject to comprehensive United States sanctions.

3. Restricted Industries

3.1 Company does not provide Services to a Customer whose Primary Business is any of the following, regardless of whether the activity is legal where the Customer operates:

Category	Included
Adult entertainment	Pornography production or distribution, adult webcam or subscription platforms, escort services, strip clubs, sex-work marketplaces
Gambling and betting	Casinos, online gambling, sports betting, lotteries not run by a government, fantasy sports for money, gambling software or odds services
Tobacco and vaping	Manufacture, distribution, or retail of tobacco, cigarettes, cigars, smokeless tobacco, e-cigarettes, vaping liquids, or nicotine pouches
Cannabis and controlled substances	Cultivation, processing, distribution, or retail of cannabis, THC products, hemp-derived intoxicants, CBD products, psilocybin, or any substance controlled under United States federal law, and ancillary businesses whose Primary Business serves that trade (dispensary software, seed-to-sale tracking, grow equipment retailers)
Weapons and ammunition	Manufacture, distribution, or retail of firearms, ammunition, firearm parts and accessories, explosives, or military weapons; firearms brokerage
Payday and predatory lending	Payday loans, title loans, high-interest short-term

	consumer credit, debt settlement or credit repair services marketed to consumers, and lenders that would be classified as predatory under applicable consumer protection law
Cryptocurrency and token issuance	Issuance of cryptocurrencies, tokens, or initial coin offerings; cryptocurrency exchanges or brokerages; cryptocurrency mining; decentralized finance protocols; NFT marketplaces

3.2 **What is not restricted.** For clarity, the following are not Restricted Industries under this AUP unless Mark edits the list: alcohol production and distribution (breweries, wineries, distilleries, bars); hunting and sporting goods retailers whose Primary Business is not firearms or ammunition; pharmacies and licensed medical providers dispensing controlled substances under prescription; conventional banks, credit unions, and equipment finance companies; businesses that accept cryptocurrency as a payment method but do not issue, exchange, or mine it.

3.3 **Mixed businesses.** If a Restricted Industry activity is a minor part of Customer's business (for example, a convenience store chain that sells tobacco), Company may accept the Customer at its discretion, and may require that the Restricted Industry data or module be excluded from the Services. Customer must disclose such activities before signing an Order Document.

3.4 **Change of business.** Customer must notify Company within 30 days if its Primary Business becomes a Restricted Industry. Company may then terminate under MSA Section 8.4, with exit assistance under MSA Section 8.5.

3.5 **Company discretion.** Company may decline any prospective customer for any lawful reason. This AUP does not limit that discretion.

4. Prohibited Uses

Customer and its users may not use the Services, the Customer Environment as operated by Company, or the Support Portal to:

1. **Break the law.** Engage in or promote any activity that is illegal under the laws of the United States, the State of Iowa, or the jurisdiction where Customer operates, including fraud, money laundering, tax evasion, and consumer protection violations.
2. **Distribute malware.** Store, transmit, or run malware, ransomware, spyware, or code designed to damage or gain unauthorized access to any system.
3. **Send spam.** Send unsolicited bulk email or SMS, or email that violates CAN-SPAM, the TCPA, CASL, GDPR, or similar laws; use purchased or scraped contact lists; or send email with forged headers.
4. **Infringe.** Store or distribute content that infringes copyright, trademark, trade secret, or other intellectual property rights, including unlicensed Odoo Enterprise code or paid third-party modules.
5. **Deal with Sanctioned Parties.** Provide the Services to, or process transactions for, a Sanctioned Party; or use the Services from a comprehensively sanctioned country or region.

6. **Attack others.** Probe, scan, or test the vulnerability of any system without authorization; launch denial-of-service attacks; mine cryptocurrency on the Customer Environment; or use the Customer Environment as a proxy, relay, or open resolver.
7. **Abuse the AI Agent.** Attempt to make the AI Agent take actions outside its Pre-Approved Actions, exfiltrate data from other customers, reveal Company's internal prompts or configuration, or act on instructions embedded in Ticket text, log files, or database records.
8. **Circumvent security.** Share credentials, bypass access controls, or disable logging, monitoring, or backups that Company has configured, without opening a Ticket first.
9. **Harm people.** Store or distribute content that exploits minors, promotes violence or terrorism, or harasses, threatens, or defames a person.
10. **Misrepresent.** Impersonate Company, another customer, or any person, or misrepresent Customer's business, location, or business status to obtain the Services.
11. **Resell.** Resell, sublicense, or provide the Services to third parties as a hosting or support provider, unless an Order Document expressly allows it.

5. Odoo Licensing Compliance

5.1 Customer may not run Odoo Enterprise modules on infrastructure Company operates without a valid Odoo Enterprise subscription from Odoo S.A. for that database.

5.2 Customer may not ask Company to bypass, alter, or suppress Odoo S.A.'s subscription checks, expiration warnings, or user-count reporting.

6. Reporting and Enforcement

6.1 **Reporting.** Report suspected AUP violations or abuse to security@allodi.us.

6.2 **Investigation.** Company may investigate suspected violations and may review Customer Data in the Customer Environment and Support Portal to the extent needed for the investigation, consistent with the DPA.

6.3 **Remedies.** Depending on severity, Company may (a) warn Customer and require correction within a stated period; (b) suspend affected users, Tickets, or Services; (c) remove or disable offending content; (d) terminate under MSA Section 8.4; and (e) report to law enforcement or affected third parties where Company believes in good faith that it is required or appropriate.

6.4 **Notice.** Company will give notice before suspending, except where immediate action is needed to prevent harm, comply with law, or protect other customers or Company's systems.

6.5 **No liability.** Company is not liable for action taken in good faith under this Section.

7. Changes

Company may update this AUP under MSA Section 17.8 on 30 days' notice. Additions to the Restricted Industries list do not apply to an existing Customer whose Primary Business was accepted before the change, unless Company gives 90 days' notice and offers exit assistance under MSA Section 8.5.