

## **Updated Acceptable Use Policy: FAQ**

### **Summary:**

On January 21, 2021, we are replacing our existing Acceptable Use Policy (**AUP**).

This document sets out key questions and answers relating to the new AUP.

**If you have questions or require additional information, please contact our customer support team at [support@safetyculture.io](mailto:support@safetyculture.io).**

Thank you for continuing to be part of the SafetyCulture family!

### **Frequently Asked Questions:**

#### **1. *Why have we updated our AUP?***

As SafetyCulture has grown, and the way our services are used has changed, so have community expectations of conduct on our platform.

We have updated our AUP to help ensure responsible use of our platform, and to continue to be open and transparent about our expectations of you when using our services. We are open, honest always!

We expect that all users of our services already comply with the standards of behaviour in the new AUP.

#### **2. *What has changed since the last version of our AUP?***

The main substantive change is that the new AUP contains more detail on the standards of behaviour we expect from all users.

#### **3. *When is the new AUP effective?***

The new AUP is effective on January 21, 2021 and will apply to new customers upon their first purchase with SafetyCulture.

The new AUP will apply to existing customers on our standard terms and conditions from January 21, 2021.

#### **4. *Does the new AUP apply to existing customers that have negotiated custom agreements?***

This will depend on the terms of the relevant pre-existing written enterprise agreement signed by both the customer and SafetyCulture.

Regardless, we expect all users to comply with our AUP, as responsible members of the SafetyCulture family.