

HAME AUTOMATIONS ACCEPTABLE USE POLICY (AUP)

1. INTRODUCTION This Acceptable Use Policy ("AUP") sets forth the guidelines and restrictions for the use of the services, software, the artificial intelligence agent ("Vicky"), and any technological infrastructure provided by HAME TOUR & TRAVELS CORP (DBA HAME Automations). By accessing or using our services, the Client agrees to be bound by this policy in its entirety. HAME Automations reserves the right to amend or modify this AUP at any time.

2. GENERAL RESTRICTION AND SOLE DISCRETION (CATCH-ALL CLAUSE) In addition to the specific prohibitions listed below, it is strictly prohibited to use HAME Automations' services for any purpose, activity, or transmission that, in the sole and absolute discretion of HAME Automations, is deemed abusive, harmful, morally objectionable, interferes with the normal use of the service by others, damages the Company's reputation, or violates the commercial spirit and integrity of our platform. HAME Automations shall be the sole arbiter in determining what constitutes a violation of this general clause.

3. SPECIFIC PROHIBITED ACTIVITIES The Client shall not use, nor permit any third parties or end users to use, the services to:

- **Illegal or Fraudulent Activities:** Violate any local, state, national, or international law or regulation. This includes promoting illegal products, scams, pyramid schemes, or phishing.
- **Lack of AI Transparency (Deception):** Configure the virtual agent ("Vicky") in a manner that deliberately deceives consumers into believing they are interacting with a real human being to commit fraud. The use of AI must comply with transparent business practices regulations.
- **Collection of Sensitive Data:** Solicit, induce users to provide, or process highly confidential information through automated chats. This includes Social Security Numbers (SSN), credit card or bank account data (PCI-DSS), protected health information (HIPAA), passwords, or biometric data.
- **Harassment, Hate Speech, and Discrimination:** Transmit or generate content that is defamatory, harassing, abusive, threatening, incites hate, or discriminates based on race, religion, gender, sexual orientation, age, or disability. This includes the use of AI to profile or exclude prospects based on legally protected characteristics.
- **Spam and Unsolicited Communications:** Send mass text messages, WhatsApp communications, or commercial emails without the express, prior, and trackable consent of the recipient, in violation of the Telephone Consumer Protection Act (TCPA), the CAN-SPAM Act, or the Commerce and Messaging Policies of Meta or any other third-party platform.
- **Technical Abuse and Hacking:** Attempt to bypass or circumvent the security mechanisms, rate limits, or guardrails of the artificial intelligence. Reverse engineering, malicious prompt injection, transmission of viruses/malware, or any attempt to destabilize the infrastructure of HAME Automations or its providers (including Anthropic, Google, and Meta) is strictly prohibited.

4. SUSPENSION AND TERMINATION OF SERVICES Failure to comply with any provision of this AUP shall constitute a material breach of HAME Automations' Terms of Service. In the event of detecting or suspecting a violation, HAME Automations reserves the right to:

- Investigate the alleged violation.
- Temporarily suspend or immediately and permanently terminate the Client's access to the services, without prior notice.
- Remove the infringing content.
- Report illegal activities to law enforcement or affected third-party platform providers.

In the event of termination for a violation of this AUP, the Client shall not be entitled to any refund of previously paid fees.

5. CONTACT AND ABUSE REPORTING If you become aware of any violation of this policy by any user or client, please report it immediately to: sales@hameautomations.com.