

Advarra Acceptable Use Policy

This Acceptable Use Policy (the “AUP”) is attached to and made part of the Agreement between Customer and Advarra and governs the use of the Hosted Services. Any capitalized terms not defined in this AUP have the meanings set forth in the Agreement.

1. Abuse

Customer may not use the Hosted Services for any illegal or abusive purposes, including:

- a. Any activity or conduct that is likely to be in breach of any applicable laws, codes or regulations, including data protection and privacy laws;
- b. Use of another person or entities’ Access Credentials not assigned to Customer or the applicable Customer employee;
- c. Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without Forte’s expressed written permission;
- d. Monitoring data or traffic on any network or system;
- e. Introducing intentionally, knowingly or recklessly, any virus or other contaminating code into the Hosted Services;
- f. Interference with service to any user of the Forte Hosted Services or Systems including, without limitation, deliberate attempts to overload a system and broadcast attacks; or
- g. Any action that is otherwise illegal or solicits conduct that is illegal under laws applicable to you or to Advarra.

2. Vulnerability Testing

Customer may not, and may not attempt to, probe, scan, penetrate or otherwise test the Systems, Hosted Software, or Hosted Services or otherwise attempt to breach any Advarra security or authentication mechanisms without prior written consent of Advarra.

3. Excessive Use of Shared System Resources

Customer is licensed to use the Hosted Services based on a volume or other metric set forth in the applicable Agreement for the applicable Hosted Software. Customer may not use any System provided by Advarra in a way that unnecessarily interferes with the normal operation of the Systems or Hosted Software, or that consumes a disproportionate share of the resources of the System. For example, Advarra reserves the right to request that you repair coding abnormalities in your reports or queries if it unnecessarily conflicts with other customers’ use of the Hosted Services or Hosted Software. Similarly, Advarra reserves the right to request that Customer delete Customer Data to the extent that it contains malicious code or other harmful materials that may infect or corrupt the Systems or Hosted Software.



4. Updates to this AUP

The internet and security and defense of the Hosted Services and Systems is an evolving concern. Advarra reserves the right to update this AUP as necessary and appropriate by posting an update to this AUP on its website. The updated AUP will be effective immediately when posted.

5. Corrective Action

Advarra reserves the right to terminate or suspend the Hosted Services of any Customer or Authorized User account that Advarra reasonably believes violated or may have violated this AUP. In addition, Advarra may suspend any account that Advarra reasonably believes may pose a safety or security threat to Advarra, Customer, or other Advarra customer.

6. Reporting

Customer or any Authorized User must report any actual or suspected breach or threatened violation of this AUP of which they become aware to securitycentral@advarra.com.

Revision History

Version	Description of Changes	Section	Effective Date
2.0	Updated from Forte to Advarra, put on new template, and add new contact info.	All	10.15.2021

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