ACCEPTABLE USE POLICY

Last Updated: August 31, 2022

At MaestroQA, our goal is to help our subscribers ("Subscribers") provide the best customer support experience to their customers ("Customers"). To ensure that Subscribers and Customers enjoy the benefit of our Services, we have developed this Acceptable Use Policy which applies to anyone who uses MaestroQA's Services (the "Services") or who visits our website located at www.maestroqa.com (and any successor URLS, mobile or localized versions and related domains and subdomains). Specifically, you agree not to:

1. probe, scan, or test the vulnerability of any system or network used with the Services;

2. tamper with, reverse engineer or hack the Services, circumvent any privacy or security or authentication measures of the Services or attempt to gain unauthorized access to the Services (or any portion thereof), related systems, networks or data or the source code of any software making up the Services;

3. modify or disable the Services or use the Services in any manner that interferes with or disrupts the integrity or performance of the Services or related systems, network or data;

4. license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, time share or otherwise commercially exploit or make the Services available to any third party, other than your employees or permitted agents in furtherance of your internal business purposes as expressly permitted in the MaestroQA Terms of Service;

5. Encumber, distribute adapt, combine, create derivative works of or otherwise modify any portion of the Service or MaestroQA property;

6. access or search the Services by any means other than our publicly supported interfaces, or copy, distribute, or disclose any part of the Services in any medium, including without limitation by any automated or non-automated "scraping";

7. overwhelm or attempt to overwhelm our infrastructure by imposing an unreasonably large load on the Services that consume extraordinary resources, such as by: (i) using "robots," "spiders," "offline readers" or other automated systems to send more request messages to our servers than a human could reasonably send in the same period of time using a normal browser; or (ii) going far beyond the use parameters contemplated for the Services

8. solicit any individuals (including a subscriber's customers or customer support personnel) for commercial purposes or purposes not related authorized by Subscriber;

9. use the Services to generate or send unsolicited communications, advertising, bulk mail, or spam that directly or indirectly support pyramid schemes or other fraudulent activities or otherwise cause MaestroQA to become impaired in its ability to send communications on its

own or on its Subscribers' behalf (e.g., by causing MaestroQA to become registered on any Email DNS blacklist or otherwise be denied services by any other third party communications service provider);

10. misrepresent yourself or disguise the origin of any data, content or other information you submit (including by "spoofing", "phishing", manipulating headers or other identifiers, impersonating anyone else, or falsely implying any sponsorship or association with MaestroQA or any third party) or access the Services via another user's account without their permission;

11. remove or obscure any proprietary or other notices contained in the Services.

12. use the Services in any unlawful manner including, but not limited to violating the privacy of others, or to collecting or gathering other users' personal information (including account information) from our Services;

13. use the Services to stalk, harass, bully or post threats of violence against others;

14. use the Services to post, transmit, upload, link to, send or store any content that is (or directly or indirectly supports activities that (i) infringe MaestroQA's or a third party's intellectual property, privacy or other rights or that you don't have the right to submit (including confidential or personal information you are not authorized to disclose); (ii) that are deceptive, fraudulent, illegal, obscene, defamatory, libelous, threatening, harmful to minors, pornographic, indecent, harassing, hateful, religiously, racially or ethnically offensive, that encourages illegal or tortious conduct or that is otherwise inappropriate in MaestroQA's discretion; (iii) that contain viruses, bots, worms, scripting exploits or other similar materials; or (iv) that could otherwise cause damage to MaestroQA or any third party;

15. use the Services to store or transmit Sensitive Personal Information;

16. promote or advertise products or services other than your own without appropriate authorization;

17. use meta tags or any other "hidden text" including MaestroQA's or our suppliers' product names or trademarks;

18. attempt to use or use the Services in violation of this Agreement, or

19. permit or encourage anyone else to commit any of the actions above.

Without affecting any other remedies available to us, MaestroQA may permanently or temporarily terminate or suspend a user's account or access to the Services without notice or liability if MaestroQA (in its sole discretion) determines that a user has violated this Acceptable Use Policy.

Optional data export functionality:

This section applies to Subscribers that opt to use the "Data Export" functionality within our platform. The data export function provides Subscribers with the ability to export custom data fields that may or may not contain sensitive and/or personal information pertaining to the relevant tickets including agent name, email address. Most organizations have internal policies which dictate the handling of sensitive data.

As such, Subscribers agree to the following:

- MaestroQA will rely on Subscribers implementing relevant policies and procedures to handle data exports, including but not limited to regular security training and training on handling sensitive data for relevant users, implementing security and access controls including but not limited to provisioning/deprovisioning controls and regular access reviews, and regularly monitoring data export logs.
- MaestroQA will not be responsible for any actions taken by the Subscribers after the data export or misuse of any information present in the data export.

For questions/concerns, please contact us at privacy@maestroqa.com.