

# Ask4Rain LLC Acceptable Use Policy

This Acceptable Use Policy (this “Policy”) describes prohibited uses of the case management services and websites offered by Ask4Rain LLC and its affiliates (the “Services”). The examples described in this Policy are not exhaustive. We may modify this Policy at any time by posting a revised version on the websites. By accessing the Services, you agree to the latest version of this Policy. If you violate the Policy or authorize or help others to do so, we may suspend or terminate your use of the Services.

## No Illegal, Harmful, or Offensive Use or Content

You may not use, or encourage, promote, facilitate or instruct others to use, the Services for any illegal, harmful, fraudulent, infringing or offensive use, or to transmit, store, display, distribute or otherwise make available content that is illegal, harmful, fraudulent, infringing or offensive. Prohibited activities or content include:

- **Illegal, Harmful or Fraudulent Activities.** Any activities that are illegal, that violate the rights of others, or that may be harmful to others, our operations or reputation, including disseminating, promoting or facilitating child pornography, offering or disseminating fraudulent goods, services, schemes, or promotions, make-money-fast schemes, ponzi and pyramid schemes, phishing, or pharming.
- **Infringing Content.** Content that infringes or misappropriates the copyrights, trademarks, trade secrets, intellectual property or proprietary rights of others. You may not reproduce, publish, or disseminate software, audio recordings, video recordings, photographs, articles, or other works of authorship obtained through the Services without the written permission of the copyright holder.
- **Offensive Content.** Content that is defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable, including content that constitutes child pornography, relates to bestiality, or depicts non-consensual sex acts.
- **Harmful Content.** Content or other computer technology that may damage, interfere with, surreptitiously intercept, or expropriate any system, program, or data, including viruses, Trojan horses, worms, time bombs, or cancelbots.
- **Harassment.** Content targeted toward a person or group that is systematic and/or continuing unwanted and annoying, including threats and demands. Do not contact any person who has requested no further contact.

## No Security Violations

You may not use the Services to violate the security or integrity of any customer account, user account, network, computer or communications system, software application, or network or computing device (each, a “System”). Prohibited activities include, but are not limited to:

- Unauthorized Access. Accessing or using any System without permission, including attempting to probe, scan, or test the vulnerability of a System or to breach any security or authentication measures used by a System.
- Interception. Monitoring of data or traffic on a System without permission.
- Falsification of Origin. Forging TCP-IP packet headers, e-mail headers, or any part of a message describing its origin or route.

## No E-Mail or Other Message Abuse

You will not distribute, publish, send, or facilitate the sending of unsolicited mass e-mail or other messages, promotions, advertising, or solicitations (like “spam”), including commercial advertising and informational announcements.

## Our Monitoring and Enforcement

We reserve the right, but do not assume the obligation, to investigate any violation of this Policy or misuse of the Services. We may:

- investigate violations of this Policy or misuse of the Services; or
- remove, disable access to, or modify any content or resource that violates this Policy or any other agreement we have with you for use of the Services.

We may report any activity that we suspect violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Our reporting may include disclosing appropriate customer information. We also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this Policy.

In addition, you may be required to pay for the costs of investigation and remedial action related to violations. We reserve the right to take any other remedial action we see fit.

## Reporting Violations of this Policy

If you become aware of any violation of this Policy, we encourage you to immediately notify us and provide us with assistance, as requested, to stop or remedy the violation. To report any violation of this Policy, please email us at: [info@caseflowmgr.com](mailto:info@caseflowmgr.com). Please provide the date and time (with time zone) of the violation and any identifying information regarding the violator, including e-mail or IP (Internet Protocol) address if available, as well as details of the violation.

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