

ACCEPTABLE USE POLICY

Last updated: 23 February 2026

Purpose and Scope of this Policy

This Acceptable Use Policy ("AUP") applies to all individuals who access or use Pendo's products and services made available (collectively, the "Services"), including authorized resellers and visitors to Pendo's website (each a "Customer"). This AUP is incorporated into Pendo's Platform Terms of Service or any other governing agreement (each individually or collectively an "Agreement") between Pendo and its Customers.

Updates to this AUP

This AUP is effective as of the date set forth below in the footer. Pendo may change this AUP at any time and will update the "last updated" date at the top of this page. It is your responsibility to check this page and take notice of any changes. Your continued use of the Services constitutes your acceptance of any updates to this AUP. If you do not agree with the terms of this AUP, please do not access or use the Services.

AUP Violations

If you violate this AUP, Pendo may immediately suspend or terminate your use of the Services. Pendo's right to suspend or terminate your use of the Services applies even if a breach is committed unintentionally or without your authorization if Pendo believes that suspension or termination is necessary to ensure compliance with laws or to protect the rights, safety, privacy, security or property of Pendo, its customers or third parties. Any person may report a violation of the AUP by reporting the violation [here](#).

What's Not Allowed

Security & System Integrity :

- Reverse engineering, decompiling, or disassembling or otherwise obtaining or attempting to create, derive, or obtain the source code of the Services
- Modifying, translating, enhancing or otherwise changing the Services or preparing derivative works of the Services, including creating and distributing add-ons or enhancements or incorporating into another product unless expressly agreed between the parties
- Removing, obscuring, or altering any notice of copyright, trademark or other proprietary right appearing in or on any item included with the Services
- Circumventing or attempting to circumvent any methods employed by Pendo to control access to the components, features or functions of the Services or to prevent unauthorized use of or access to the Services; or interfering with, impairing, or disrupting the security, integrity or performance of the Services or any other party's use of the Services

Inappropriate content and communications:

Posting, uploading, sharing, submitting, using the Services to generate, facilitate promote, or otherwise content that:

- Violates or infringes Pendo's or a third party's intellectual property or other rights, including any copyright, patent, trade secret, moral rights, privacy rights of publicity, or any other intellectual property right or proprietary or contractual right
- You don't have the right to submit
- Is false, misleading, deceptive, fraudulent, illegal, obscene, defamatory, libelous, threatening, harmful, or otherwise unlawful or in violation of third party rights
- Contains viruses, bots, worms, corrupt files, or other similar computer code or materials
- Includes unauthorized commercial content or spam

Wrongful Activities:

- Using the Services in any way that is fraudulent, misleading, or otherwise not reasonably intended by Pendo
- Using the Services for the purpose of harming or attempting to harm minors in any way
- Using the Services in any way that supports hateful, racist, libelous, violent, or discriminatory activities
- Using the Services to promote or distribute content that contains nudity, graphic sex acts, or sexually explicit material
- Using the Services to engage in abusive, harassing, or bullying behavior, including when contacting Pendo for customer support
- Intentionally bypassing capabilities, restrictions, or guardrails established within our products for the purposes of instructing the model to produce harmful outputs (e.g., jailbreaking or prompt injection) without prior authorization from Pendo
- Utilizing inputs and outputs to train an AI model (e.g., "model scraping" or "model distillation") without prior authorization from Pendo.

AI & High-Risk Use

Engage in activities that are prohibited or classified as high-risk under applicable law, or that otherwise pose a risk of harm to individuals or society. Customers are solely responsible for determining whether their intended use of the Services or any AI-enabled features constitutes high-risk or prohibited use under applicable law. Prohibited uses include, without limitation, use of AI to:

- Make or materially influence decisions that have legal, economic, or similarly significant effects on individuals (including in employment, finance, healthcare, housing, insurance, legal, or social services) without meaningful human oversight, appropriate risk-mitigation controls, or in violation of

applicable law.

- Misrepresent AI-generated content as human-generated or as definitive professional advice; impersonate individuals; create misleading or deceptive content; or otherwise use the Services in a manner that is unlawful, discriminatory, or likely to cause material harm to individuals or organizations.
- Infer, derive, or profile sensitive personal attributes (including race, ethnicity, religion, health, political opinions, or similar protected characteristics), or engage in large-scale profiling that could result in unfair, discriminatory, or rights-infringing outcomes.
- Bypass or attempt to bypass safeguards or usage limitations; use inputs or outputs to train, extract, scrape, or reverse engineer AI models; or deploy the Services as a fully autonomous system without human accountability.

If you have any questions or disclosures relating to the AUP, please contact Pendo at legal@pendo.io.