

VNC-SAAS-LEG-05 · Version 1.0 · Effective 15 October 2026

Acceptable Use Policy

Rules for using VNClagoon SaaS

This policy forms part of the Subscription Terms. It protects the service, its customers and third parties. The Customer ensures that its users comply.

1. Prohibited content and conduct

- 1.1 The service may not be used to store, send or make available content that is unlawful in Switzerland, the European Union or the Customer's country, including content that infringes third-party rights, incites violence or hatred, or exploits minors.
- 1.2 The service may not be used to send unsolicited bulk messages, to operate phishing or fraud schemes, or to distribute malware.
- 1.3 Users may not misrepresent their identity or the origin of a message.

2. Protection of the service

- 2.1 The Customer may not attempt to gain access to other tenants, to the infrastructure or to data not belonging to it, and may not probe, scan or test the vulnerability of the service without VNC's prior written consent. Coordinated security research is welcome under the rules published in the trust centre.
- 2.2 The Customer may not reverse-engineer the service, circumvent limits or security controls, or use automated means to extract data beyond the documented export and API functions.
- 2.3 Fair-use limits in the Service Description apply. Sustained use far above typical patterns, in particular bulk mail or automated traffic, may be throttled.

3. Reselling and sharing

- 3.1 The service may be used only by the Customer and its own users, including employees, contractors and affiliates. Reselling, sublicensing or operating the service for third parties is not permitted without a partner agreement.
- 3.2 A seat may not be shared between persons.

4. Enforcement

- 4.1 VNC may remove content, suspend users or the tenant, or terminate the Agreement for cause in case of breach, following the procedure in the Subscription Terms. Where legally required or where there is imminent danger, VNC may act without prior notice.
- 4.2 VNC does not monitor Customer Data proactively. VNC acts on notices from authorities, rights holders and users, and on automated signals such as spam or malware detection.
- 4.3 Reports of abuse: info@vnc.biz.

PART OF THE VNCLAGOON SAAS AGREEMENT

[Service Description](#) [Subscription Terms](#) [Launch Offer Terms](#) [Cancellation and Data Export Policy](#)
[Data Processing Agreement](#) [Service Level Agreement](#) [Sub-processors](#)

