

SUITE.DIVINUS

Acceptable Use Policy

Platform-specific use restrictions

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Provider: DivinusGratia Ltd

Company Number: 13994252

Registered Office: Croydon, Greater London, England

Contact: info@divinusgratia.co.uk

Platform: <https://suite.divinusgratia.co.uk>

ACCEPTABLE USE POLICY

1. Scope

This Acceptable Use Policy ("AUP") applies to all Customers, Users and End Users of Suite.Divinus operated by DivinusGratia Ltd. It supplements the Suite.Divinus Master Agreement and may be enforced independently.

2. Platform-specific prohibitions

You must not:

- Upload or distribute malware, ransomware, spyware or malicious code
- Send spam or unsolicited bulk communications through Platform channels
- Commit fraud, phishing or social engineering
- Attempt hacking, intrusion, privilege escalation or unauthorised access to any Workspace or infrastructure
- Abuse APIs, scrape protected interfaces, or exceed rate limits
- Abuse storage allocations or attempt to bypass hard storage enforcement
- Abuse SamAI or other AI features (including prohibited regulated-advice impersonation, illegal content generation, or quota evasion)
- Circumvent seats, invites, metering, entitlements, pack licensing or commercial status gates
- Abuse portal access (resident, member, volunteer, staff) or share credentials to evade seat limits
- Infringe copyright, database rights or other IP; extract Packs, Fire Evolution Packs, Martex assets or Suite Fire systems for competing products
- Harass, threaten, defame or exploit individuals; upload illegal, extreme or unlawful content
- Operate multi-account schemes, automated account farming or Pending Activation / explore-window or Trial abuse to obtain production capability without a paid Subscription
- Interfere with other tenants on shared multi-tenant infrastructure
- Disable or evade Support Access audit controls or security logging
- Use Commerce Payment configuration to charge shoppers using Provider SaaS billing credentials

3. Pending Activation and fair use

Pending Activation Workspaces are subject to sandbox caps (including 50 MB storage, limited users/invites, AI turn limits, no live custom domains (a custom domain may be added, verified and set as primary, and is served publicly only after commercial activation), no Public Live). Using Pending Activation as a substitute for a paid production Subscription is prohibited.

4. Customer responsibilities

Customers must configure roles correctly, moderate End User content appropriate to their sector (including care, housing, charity or commerce), and ensure sector-law compliance for data they process as controller.

5. Enforcement

DivinusGratia Ltd may investigate suspected breaches and may:

- Remove or disable content
- Revoke invites or reset credentials
- Throttle or block API / AI / email usage
- Move a Workspace to Restricted or Suspended status
- Terminate the Subscription

- Preserve evidence and report unlawful activity to authorities

Enforcement does not waive outstanding Subscription Fees.

6. Reporting

Report abuse to info@divinusgratia.co.uk.

7. Changes

We may update this AUP. Continued use after notice constitutes acceptance where permitted by law. Contact: info@divinusgratia.co.uk.