

This Acceptable Use Policy summarises the conduct expected of customers and users of the Services. It is contractually enforced through the [Terms and Conditions](#) (in particular sections 10, 11, and 16).

Prohibited uses

The following uses of the Services are prohibited:

- Sending unsolicited commercial email (UCE) or unsolicited bulk email (UBE), commonly referred to as spam.
- Phishing, credential harvesting, or any attempt to deceive recipients into disclosing sensitive information.
- Distributing malware, ransomware, or any code intended to disrupt, damage, or gain unauthorised access to systems.
- Conducting mass-marketing campaigns that violate the US CAN-SPAM Act, the EU GDPR and ePrivacy Directive, the UK Privacy and Electronic Communications Regulations (PECR), or equivalent legislation in the recipient's jurisdiction.
- Sending traffic that infringes the intellectual property, privacy, or other rights of any third party.
- Attempting to bypass, disable, or interfere with the security controls, rate limits, abuse-prevention mechanisms, or quotas of the Services.
- Hosting, transmitting, or distributing content that is illegal in the operator's jurisdiction or in the recipient's jurisdiction, including but not limited to child sexual abuse material, content inciting violence, and content that violates export-control or sanctions law.
- Using the Services to attack, probe, or scan systems that the customer is not authorised to test.

Conduct on the Support Portal

The Support Portal at **support.stalw.art** is a community forum (and, for eligible subscribers, a private priority-support area) operated by Stalwart Labs Ltd. In addition to the prohibitions above, the following conduct is prohibited on the Support Portal:

- Posting content that is harassing, abusive, defamatory, threatening, obscene, or that targets individuals or groups on the basis of any protected characteristic.
- Posting personal data of any other identifiable person without that person's consent.
- Posting credentials, private keys, security tokens, or other secrets, whether your own or those of a third party.
- Posting confidential information of your employer or any third party without authorisation.
- Spamming the forum, mass-cross-posting, advertising unrelated products or services, or attempting to manipulate ranking, voting, or visibility.
- Impersonating any other person or entity, including Stalwart Labs Ltd staff.
- Posting content that infringes the intellectual property, privacy, or other rights of any third party.

We may, at our sole discretion and without prior notice, edit, redact, hide, or remove any post that we believe in good faith violates this policy or applicable law, and we may suspend or terminate accounts associated with repeated or serious violations. Reports of valid notice and takedown requests are handled under our [Notice and Takedown Procedure](#).

Enforcement

Stalwart Labs Ltd may, at its sole discretion, suspend or terminate access to the Services and report violations to the relevant authorities. The contractual basis for this enforcement is set out in the Terms and Conditions; this AUP is a non-exhaustive summary and does not limit those terms.

Reporting abuse

To report suspected abuse of the Services, contact [**abuse@stalw.art**](mailto:abuse@stalw.art). To report a security vulnerability, contact [**security@stalw.art**](mailto:security@stalw.art) under our [Vulnerability Disclosure Policy](#). For intellectual property complaints, see the [Notice and Takedown Procedure](#).