



Merinio Acceptable Use Policy

September 28, 2026

Merinio Acceptable Use Policy

This Acceptable Use Policy applies to any use of the Merinio Services, including the Merinio Platform. All Authorized Users of the Merinio Platform shall use the Platform in accordance with this Policy.

1. Responsible Use

The Customer and Authorized Users shall always use the Platform and the Services responsibly in compliance with all applicable laws and regulations both in Canada and in the jurisdiction of the Customer. The Customer and Authorized Users shall use the Platform and the Services for human resources management purposes only and may not divert the features of the Platform for other purposes.

In particular, the Customer and Authorized Users may not use the Platform to perform or facilitate actions that:

- 1.1.1. contravene or circumvent applicable labor laws, regulations or standards;
- 1.1.2. effect or promote human rights violations, including prohibited discrimination;
- 1.1.3. are in violation of laws and regulations concerning unwanted communications (spam restriction, do not call list);
- 1.1.4. are in violation of legislation or regulations governing the protection of privacy or personal information;

2. Prohibited Use

The Customer and Authorized Users may not:

- 2.1.1. access, or attempt to access, the source code or object code of the software included in the Platform;
- 2.1.2. copy all or part of the Platform, the content available through the Platform (except Customer Data) or the related Documentation (except for reasonable internal use);
- 2.1.3. decompile, disassemble or reverse engineer the Platform, in whole or in part, or create any derivative work in whole or in part of the Platform or the related Documentation;
- 2.1.4. impose an unreasonable load on the Platform, directly or through a third-party service. Use of an API or integration authorized under the Customer's subscription is permitted subject to the Agreement and applicable technical limits. Exceeding a purchased commercial usage entitlement, by itself, is governed by the agreed overage terms and does not constitute an unreasonable load;
- 2.1.5. disable or circumvent any protection mechanism related to the Platform or related Documentation;
- 2.1.6. access or attempt to access data belonging to other Merinio customers;
- 2.1.7. use the Platform or related Documentation to develop software or services that are similar or offer the same features;
- 2.1.8. use the Platform to perform comparative performance tests (benchmarking);
- 2.1.9. commercialize the access to the Services or share a subscription to the Platform with other businesses except the Customer's affiliates;

3. Inappropriate Content

The Customer and Authorized Users shall not upload to the Platform any content :

- 3.1.1. Which is in violation of applicable law in Canada or in the jurisdiction of the Customer or Authorized User;
- 3.1.2. That the Customer or the Authorized User is not authorized to disseminate or use;
- 3.1.3. For which uploading to the Platform or use on the Platform would constitute a violation of intellectual property rights of another person;
- 3.1.4. That is pornographic, obscene or indecent;

4. Sanctions

A violation of this Acceptable Use Policy constitutes a breach of the Agreement. Merinio may suspend the Customer's or an Authorized User's access to the Platform or another affected Service in accordance with the notice and opportunity-to-cure provisions of Section 2.8 of the General Terms of Service. Suspension without prior notice remains available in the circumstances specified in that section, including risks to the integrity or security of the Platform or hosted data, or infringement of Merinio's intellectual property rights, subject to informing the Customer as soon as possible.

5. Modification

Merinio may update or modify this policy to maintain a safe and secure environment for Merinio customers and users, subject to the notice and amendment provisions of the Agreement. This policy does not create a separate right to change the Customer's fees, commercial entitlements or commitment period.