

# Acceptable Use Policy

Provider

Burnley Consulting, Inc. (myDesklog.com)

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## 1. Permitted use

The Service may be used only for legitimate internal business purposes related to Customer's dealership operations, post-sale deal workflow, reporting, and issue tracking, and only as permitted by the governing agreement.

## 2. Prohibited conduct

Customer and its users may not:

- use the Service in violation of law or regulation;
- interfere with, disrupt, probe, or attempt to gain unauthorized access to the Service or related systems;
- upload malware, malicious code, or harmful content;
- copy, scrape, mirror, resell, or exploit the Service except as expressly authorized by the governing agreement;
- use the Service to harass, defame, threaten, or violate the rights of others;
- attempt to bypass security controls or access restrictions;
- use the Service in a manner that materially degrades system performance for others.

## 3. Restricted data

Unless Provider expressly agrees otherwise in writing, Customer may not submit through the Service:

- payment card numbers or card security codes;
- Social Security numbers or taxpayer identification numbers;
- bank account or routing information;
- full driver's license numbers or other highly sensitive government identifiers;
- protected health information subject to HIPAA;
- any other category of highly sensitive personal information not reasonably necessary for the intended use of the Service.

## 4. Customer responsibility for data and users

Customer is responsible for its users, all data submitted through its accounts, and all instructions given to Provider through the Service. Customer must ensure that all users are properly authorized and trained for the workflows they perform.

## 5. Investigations and enforcement

Provider may investigate suspected violations of this policy and may suspend or terminate access, remove or disable content, or take other reasonably necessary action to protect the Service, Provider, Customer, or third parties. Provider may also cooperate with law enforcement or regulators where legally required or reasonably appropriate.

## **6. Updates**

Provider may update this policy from time to time on a prospective basis. Material changes will apply to future use of the Service following notice or posting as provided in the governing agreement.