



# Acceptable Use Policy





## Celo Acceptable Use Policy

This Acceptable Use Policy sets out a list of acceptable and unacceptable conduct for the Celo Platform and Services. If we believe a violation of the policy is deliberate, repeated or presents a credible risk of harm to other users, our customers, the Services or any third parties, we may suspend or terminate your access. This policy may change as Celo grows and evolves, so please check back regularly for updates and changes.

### Do:

- comply with all User Terms of Service, including the terms of this Acceptable Use Policy;
- comply with all applicable laws and governmental regulations, including, but not limited to, all intellectual property, data, privacy, and export control laws, and regulations promulgated by any government agencies;
- upload and disseminate only data to which you own all required rights under law and under contractual and fiduciary relationships (such as proprietary and confidential information learned or disclosed as part of patient/healthcare relationships or under nondisclosure agreements) and do so only consistent with applicable law;
- use the optional digital patient consent form when taking images or communicating patient information;
- tag patient-related conversations with patient data including Patient ID, DOB, Gender, First Name and Last Name;
- use reasonable efforts to prevent unauthorized access to or use of the Service;
- keep passwords, pin numbers and all other Celo information confidential;
- it is recommended that health professionals should note any use of Celo in the patient notes during consultations and also note when any consent has been obtained from the patient;
- update your profile with a profile picture and your cell number to help improve communication between users;
- monitor and control all activity conducted through your account in connection with the Service;
- ensure notifications are enabled for Celo to ensure you receive a notification when an image or message has been received;
- promptly notify us if you become aware of or reasonably suspect any illegal or unauthorized activity or a security breach involving your accounts, including any loss, theft, or unauthorized disclosure or use of a username, password, or account; and
- comply in all respects with all applicable terms of the Celo Platform.
- The Celo platform enables our users to Use (share within their healthcare organization) or Disclose (share with another healthcare organization) patient data as allowed by the US HIPAA Regulations. Under the HIPAA Privacy Rule, Protected Health Information (PHI) may be Used or Disclosed for treatment, payment or healthcare operations without patient consent. Uses and Disclosures must follow the HIPAA regulations, including the Minimum Necessary rule, and must comply with the policies and procedures of the Celo user's organization.

### Do Not:

- permit any third party that is not a verified and authorized user to access or use a username or password for the Service;
- share, transfer or otherwise provide access to an account designated for you to another person;
- use the Service to store or transmit any data that may infringe upon or misappropriate someone else's rights, trademark, copyright, or other intellectual property, or that may be tortious or unlawful;
- upload to, or transmit from, the Service any data, file, software, or link that contains or redirects to a virus, Trojan horse, worm, or other harmful component or a technology that unlawfully accesses or downloads content or information stored within the Services or on the hardware of Celo or any third party;
- attempt to reverse engineer, decompile, hack, disable, interfere with, disassemble, modify, copy, translate, or disrupt the features, functionality, integrity, or performance of the Service (including any mechanism used to restrict or control the functionality of the Service), any third party use of the Service, or any third party data



- contained therein (except to the extent such restrictions are prohibited by applicable law);
- attempt to gain unauthorized access to the Service or related systems or networks or to defeat, avoid, bypass, remove, deactivate, or otherwise circumvent any software protection or monitoring mechanisms of the Service;
- access the Service in order to build a similar or competitive product or service or copy any ideas, features, functions, or graphics of the Service;
- use the Service in any manner that may harm minors;
- engage in activity that incites or encourages violence or hatred against individuals or groups;
- impersonate any person or entity, including, but not limited to, an employee of ours, an or any user, or falsely state or otherwise misrepresent your affiliation with a person, organization or entity;
- use the Services to provide material support or resources (or to conceal or disguise the nature, location, source, or ownership of material support or resources) to any organization(s) designated as a foreign terrorist organization pursuant to laws and regulations concerning national security, defense or terrorism;
- access, search, or create accounts for the Service by any means other than our publicly supported interfaces (for example, “scraping” or creating accounts in bulk);
- send unsolicited communications, promotions or advertisements, or spam;
- place any advertisements within the Celo Platform;
- send altered, deceptive or false source-identifying information, including “spoofing” or “phishing”;
- abuse referrals or promotions to get more credits than deserved;
- sublicense, resell, time share or similarly exploit the Service;
- use the Service for consumer purposes, as Celo is intended for use by Healthcare providers and organizations;
- use contact or other user information obtained from the Service (including email addresses) to contact users outside of the Service without their express permission or authority or to create or distribute mailing lists or other collections of contact or user profile information for users for use outside of the Service; or
- authorize, permit, enable, induce or encourage any third party to do any of the above.

## Our contact details

Please also feel free to contact us if you have any questions about Celo’s Acceptable Use Policy. You may contact Celo using the information below:

### Celo New Zealand Head Office

Celo Limited  
Level 1, 63 Ponsonby Road, Auckland,  
New Zealand, 1011

### Celo Australia

Celo Health Pty Ltd  
3/45 Watt St, Newcastle, NSW,  
Australia, 2300

### Celo United States of America

Celo Health, Inc.  
2800 1st Avenue, Suite 323  
Seattle  
WA 98121  
United States

### Contact details

[support@celohealth.com](mailto:support@celohealth.com)

### Celo United Kingdom

Celo Limited  
Grosvenor Gardens 52, Grosvenor Gardens,  
Belgravia, London,  
United Kingdom, SW1W-0AU

