

SHIELDBASE ACCEPTABLE USAGE POLICY (AUP)

Last Updated: 5/1/2026

1. Acceptable Usage Policy

1.1. This Acceptable Usage Policy (the “Policy”) is supplemental to the Service Agreement and should be read together in connection with your use of our Services, including any transmission, storage and processing of content by you, or by any person on your behalf, using the Service (“Content”). Capitalized terms in this Policy have the same meanings as such terms are given to the Terms of Use.

1.2. References in this Policy to “you” are to any customer for the Service and any individual user of the Service (and “your” should be construed accordingly); and references in this Policy to “us” are to Shieldbase Sdn. Bhd. (and “we” and “our” should be construed accordingly).

1.3. By using the Service, you agree to the rules set out in this Policy.

1.4. We will ask for your express agreement to the terms of this Policy before you upload or submit any Content or use the Service.

1.5. You must be at least 18 years of age to use the Service; and by using the Service, you warrant and represent to us that you are at least 18 years of age.

2. General Usage Rules

2.1. You must not use the Service in any way that causes, or may cause, damage to the Service or impairment of the availability or accessibility of the Service.

2.2. You must not use the Service:

- (a) in any way that is unlawful, illegal, fraudulent, deceptive or harmful; or
- (b) in connection with any unlawful, illegal, fraudulent, deceptive or harmful purpose or activity.

2.3. You must ensure that all Content complies with the provisions of this Policy.

3. Unlawful Content

3.1. Content must not be illegal or unlawful, must not infringe any person's legal rights, and must not be capable of giving rise to legal action against any person (in each case in any jurisdiction and under any applicable law).

3.2. Content, and the use of Content by us in any manner licensed or authorized by you, must not:

- (a) be libelous or maliciously false;

- (b) be obscene or indecent;
- (c) infringe any copyright, moral right, database right, trademark right, design right, right in passing off, or other intellectual property right;
- (d) infringe any right of confidence, right of privacy or right under data protection legislation;
- (e) constitute negligent advice or contain any negligent statement;
- (f) constitute an incitement to commit a crime, instructions for the commission of a crime or the promotion of criminal activity;
- (g) be in contempt of any court, or in breach of any court order;
- (h) constitute a breach of racial or religious hatred or discrimination legislation;
- (i) be blasphemous;
- (j) constitute a breach of official secrets legislation; or
- (k) constitute a breach of any contractual obligation owed to any person.

3.3. You must ensure that Content is not and has never been the subject of any threatened or actual legal proceedings or other similar complaint.

4. Graphic Material

- 4.1. Content must be appropriate for all persons who have access to or are likely to access the Content in question, and in particular for children over 12 years of age.
- 4.2. Content must not depict violence in an explicit, graphic or gratuitous manner.
- 4.3. Content must not be pornographic or sexually explicit.

5. Factual Accuracy

- 5.1. Content must not be untrue, false, inaccurate or misleading.
- 5.2. Statements of fact contained in Content and relating to persons (legal or natural) must be true; and statements of opinion contained in Content and relating to persons (legal or natural) must be reasonable, be honestly held and indicate the basis of the opinion.

6. Negligent Advice

- 6.1. Content may contain legal, financial, investment, taxation, accountancy, or other professional] advice, and you must not rely on the Service to provide any [legal, financial,

investment, taxation, accountancy, or other professional] advisory services, that you have not verified independently.

6.2. Content must not consist of or contain any advice, instructions or other information that may be acted upon and could, if acted upon, cause death, illness or personal injury, damage to property, or any other loss or damage.

7. Marketing and Spam

7.1. You must not without our written permission use the Service for any purpose relating to the marketing, advertising, promotion, sale or supply of any product, service or commercial offering.

7.2. Content must not constitute or contain spam, and you must not use the Services to store or transmit spam - which for these purposes shall include all unlawful marketing communications and unsolicited commercial communications.

7.3. You must not send any spam or other marketing communications to any person using any email address or other contact details made available through the Service or that you find using the Service.

7.4. You must not use the Service to promote, host or operate any chain letters, Ponzi schemes, pyramid schemes, matrix programs, multi-level marketing schemes, "get rich quick" schemes or similar letters, schemes or programs.

7.5. You must not use the Service in any way which is liable to result in the blacklisting of any of our IP addresses.

8. Regulated Businesses

8.1. You must not use the Service for any purpose relating to gambling, gaming, betting, lotteries, sweepstakes, prize competitions or any gambling-related activity.

8.2. You must not use the Service for any purpose relating to the offering for sale, sale or distribution of drugs or pharmaceuticals.

8.3. You must not use the Service for any purpose relating to the offering for sale, sale or distribution of knives, guns or other weapons.

9. Monitoring

9.1. You acknowledge that we may actively monitor the Content and the use of the Service.

10. Data Mining

10.1. You must not conduct any systematic or automated data scraping, data mining, data extraction or data harvesting, or other systematic or automated data collection activity, by means of or in relation to the Service.

11. Hyperlinks

11.1. You must not link to any material using or by means of the Service that would, if it were made available through the Services, breach the provisions of this Policy.

12. Harmful Software

12.1. The Content must not contain or consist of, and you must not promote, distribute or execute by means of the Service, any viruses, worms, spyware, adware or other harmful or malicious software, programs, routines, applications or technologies.

12.2. The Content must not contain or consist of, and you must not promote, distribute or execute by means of the Service, any software, programs, routines, applications or technologies that will or may have a material negative effect upon the performance of a computer or introduce material security risks to a computer.