

# Acceptable Use Policy

Effective Date: February 2, 2026

Version: 1.1

## 1. Purpose

This Acceptable Use Policy (AUP) protects the security, integrity, availability, and compliance posture of the Service. This AUP is incorporated by reference into the Terms of Service.

## 2. Permitted Use

You may use the Service only for lawful purposes, in accordance with the Terms of Service, the Privacy Policy, and any executed BAA, and only with proper authorization for all data transmitted.

## 3. Prohibited Activities

- Access, disclose, or transmit data without authorization.
- Upload malware, ransomware, or harmful code.
- Bypass or attempt to bypass security, audit, or access controls.
- Interfere with system performance or availability.
- Harass, defraud, or harm others.
- Misrepresent identity or authority.
- Use the platform to send SMS messages without documented patient consent, or in violation of applicable messaging, privacy, or healthcare laws.

## 4. PHI-Specific Restrictions

- Do not transmit PHI unless a BAA is in place.
- Do not send PHI to unauthorized recipients.
- Do not use the Service in a manner inconsistent with minimum necessary standards.
- Do not circumvent delivery safeguards or audit logging.

## 5. Enforcement

We may investigate suspected violations and suspend or terminate access where appropriate. Enforcement actions involving PHI are handled in accordance with the BAA.

## 6. Reporting

Report suspected misuse or security concerns to [support@healthrecordrelay.com](mailto:support@healthrecordrelay.com).