Fair Usage Policy

1. Introduction

This Fair Usage Policy ("Policy") outlines the acceptable use of the **CalmCompliance** platform ("System"). It is designed to ensure that all users have a **reliable, secure, and efficient** experience while using the System. By accessing or using CalmCompliance, you agree to abide by this Policy.

2. Purpose

The purpose of this Policy is to **prevent excessive or abusive use** of CalmCompliance resources, thereby safeguarding **system performance, security, and overall service quality** for all users.

3. Scope

This Policy applies to **all users and accounts** with access to the System. It covers all data and activities conducted through CalmCompliance, including **uploads, downloads, storage, and sharing of documents**.

4. Acceptable Use

Users must utilise CalmCompliance for **legitimate business purposes** in accordance with applicable laws and regulations. Acceptable use includes:
- Activities that do **not** adversely affect the performance, security, or functionality of CalmCompliance.
- Document **storage and collaboration** in line with the System's intended purpose.

5. Fair Usage Guidelines

- **Storage & Data Transfer:** Users are expected to use storage and data transfer resources within **reasonable limits**. Occasional large uploads or downloads are acceptable if they do not negatively impact other users.
- **Performance:** Any actions that may compromise overall **system performance**—such as **automated bulk operations** or continuous high-frequency access—should be used responsibly to ensure fair access for all users.
- **Collaboration:** Users should ensure that their **document sharing practices comply** with our data security policies and confidentiality agreements.

6. Excessive Usage

It is **unlikely** that an average user will exceed fair usage limits. This policy is in place to ensure that all users have a smooth experience, and most customers will never be affected by it.
- Excessive usage includes but is not limited to:
- Disproportionately high document storage compared to other users.
- Unusually large volumes of **automated emails or notifications**.

- Uploading **non-relevant** content (e.g., excessive personal files, media storage, or backup repositories).
- Any activity that **degrades system performance** for other users.
- If excessive usage is detected, **CalmCompliance will contact the user or organisation** to discuss and resolve the situation collaboratively.

7. Prohibited Activities

Users must refrain from:
- Engaging in activities that overwhelm the System, including **high-volume automated requests** or continuous large file transfers that exceed normal operational thresholds.
- Using CalmCompliance to **store or distribute illegal, harmful, or unauthorised content**.
- Attempting to bypass or circumvent **security measures, user restrictions, or monitoring protocols**.
- Conducting actions that could **deny service** to other users, including **DDoS attacks** or similar disruptive practices.

8. Monitoring & Enforcement

CalmCompliance may monitor usage to ensure compliance with this Policy. Detected misuse may result in:
- Temporary or permanent restrictions on access, subject to an investigation.
- Suspension or termination of the user's account for **severe or repeated violations**.

9. Amendments

CalmCompliance reserves the right to **modify this Policy at any time**. Users will be notified of significant changes via **email or an in-platform announcement**. Continued use of the System following any modifications constitutes **acceptance of the revised Policy**.

10. Contact Information

For any questions or concerns regarding this Policy, please contact our support team at **help@calmcompliance.com**