Acceptable Use Policy for boost.ai's Services

Last updated 16 October, 2026

Purpose

This acceptable use policy (hereinafter the "**Policy**") outlines the acceptable use of services, software, and products (the "**Services**") provided by Boost AI AS or its affiliates ("**boost.ai**"). The purpose of this Policy is to ensure that the use of Artificial Intelligence (AI) technologies made available by boost.ai are used ethically, legally and in alignment with boost.ai's values.

Scope

This Policy applies to all employees, contractors, partners and any third parties using AI technologies, machine learning models, natural language processing and/or generative AI (collectively referred to as "**Users**" in this Policy).

General guidelines

Users of the Services and AI services are expected to:

- Inform their end-users, at the latest at the first interaction and in a clear and distinguishable manner that is perceivable within the interface where the interaction takes place, taking into account the groups of end-users and depending on User's specific use case and AI Act requirements, that they are interacting with AI and not a natural person.
- Configure the privacy and security settings made available by boost.ai accordingly depending on User's specific use case and needs.

© boost.ai – All rights reserved

- Implement policies to inform User's employees and representatives on the importance of responsible AI.
- Boost.ai may provide code templates for its User's use. If the User chooses to use its own code, or to create or modify code (whether independently or through boost.ai's available features), the User assumes full responsibility for such code. Boost.ai makes no representations, warranties, or guarantees and accepts no liability in relation to User-developed or modified code.
- Users' use of Twilio's services is subject to Twilio's Acceptable Use Policy, available at: https://www.twilio.com/en-us/legal/service-country-specific-terms/voice-sip. Users agree to comply with such a policy as a condition of using the Services.
- You may not use the Services in a manner that violates the terms of any third-party model or technology incorporated into the platform.

General prohibited activities

Users including those acting on their behalf may not use the Services to display, store, process, or transmit, or permit use of services to display, store, process, or transmit any content that is including but not limited to:

- infringes or misappropriates a third party's intellectual property or proprietary rights;
- hate-related material, and/or material advocating discrimination against individuals or groups;
- advocates or advances violent causes, including terrorism or violent extremism;
- obscene, excessively profane material or otherwise objectionable material;
- advocating or advancing criminal hacking, or phishing;
- malicious material;
- unlawful software;
- Malicious code, such as viruses, worms, Trojan horses, and other harmful or malicious files, scripts, agents, or programs; or
- violates, encourages, or furthers conduct that would violate any applicable laws, including any criminal laws, or any third-party rights, including publicity or privacy rights.
- For outbound calls, Users are responsible for identifying and complying with all applicable laws, regulations, and regulatory guidance governing outbound and automated telephone calls in each jurisdiction where such calls are placed or received, including obtaining any required prior consent from the end users before placing a call and ensuring that end-users are not contacted if they are listed on, or have otherwise opted out through any applicable do-not call list, telephone preference register, or similar opt-out mechanism in that

jurisdiction (end-users local time), or such narrower window as applicable law requires. It is the User's responsibility to cross-check any phone numbers and to determine the consent standard against the relevant do-not-call list, registry, or opt-out mechanism applicable in each region in which calls are placed before placing such calls.

- Where an outbound call uses a synthetic, AI-generated, or cloned voice, Users must ensure that the call provides a clear and conspicuous disclosure, at the outset of the call, of the identity of the business or organisation responsible for the call and, where required by applicable law, that the end-user is interacting with an automated or AI-generated voice rather than a natural person. Users remain responsible for determining whether an additional jurisdiction-specific disclosure, labelling, or consent requirements apply to automated or AI-generated outbound calls.
- Customers that use ElevenLabs as a Speech-to-Text (STT) or Text-to-Speech (TTS) vendor shall not, and shall not permit any third party to, use any output, data, or content generated by ElevenLabs' products or services ("Output") to develop artificial intelligence models that compete with ElevenLabs' products or services.
- Customers are prohibited from creating or using synthetic voices in any manner that could reasonably be perceived as impersonating or mimicking any third party (whether living or deceased), or that would misappropriate or infringe upon any third party's rights, including intellectual property rights, rights of publicity, or other personality rights.

Prohibited activities relating to Artificial Intelligence (AI)

Users may not use boost.ai's generative AI services including any third party product or functionality which integrates with boost.ai's Services and incorporate AI, Generative AI, or machine learning, for the following purposes:

❖ Automated decision making process with legal effects

Users should not rely solely on AI services and/or algorithms to make decisions without appropriate human oversight as part of an application that may have a consequential impact on any individual's legal position, financial position, life opportunities, employment opportunities, or human rights, or may result in physical or psychological harm to an individual. For instance, decisions related to voting or the denial of a credit application should be carefully considered and involve human oversight.

❖ Deceptive activities

Users are prohibited from using the AI services in a way that is deliberately manipulative or applying deceptive methods that distort the end-user's behaviour. Such practices include those that would

impair end-users ability to make informed decisions and potentially cause harm to end-users or a group of end-users.

❖ Individualised advice from licensed professionals

Users are not allowed to use AI services to deliver personalised services typically offered by licensed professionals, such as doctors, lawyers, or financial advisors, without involving a qualified human to review the AI's responses before they are provided to the end-user. However, this restriction does not apply when the AI is providing general information intended for a broad audience.

❖ Exploitative activities

Users are strictly prohibited from using the AI services in ways that exploit the vulnerabilities of individuals or groups based on factors such as age, disability, or socioeconomic status. Any attempt to distort the behaviour of such vulnerable individuals or groups, particularly in a manner that could reasonably cause harm, is not allowed under any circumstances.

Boost.ai prohibits any content that describes, features, or promotes child sexual exploitation or abuse, whether or not prohibited by law. This includes sexual content involving a child or that sexualizes a child.

❖ Classification and prediction activities

Users are prohibited from using the AI services for social scoring or predictive profiling which may lead to discriminatory, unfair, biassed, detrimental, unfavourable, or harmful treatment of certain persons or groups of persons.

Users are prohibited from using the AI services to assess or predict an individual's risk of committing a criminal offence based solely on profiling or evaluating their personality and traits. Further, Users are prohibited from using the AI services for predicting an individual’s sensitive attributes such as racial, ethnic, current or future political beliefs, age, gender, sexual orientation, health status, financial status etc.

Users are prohibited from categorising people based on their biometric data or to infer characteristics or affiliations about them such as race, political opinions, religious or philosophical beliefs, or sex life or sexual orientation.

❖ Violent activities

Boost.ai strictly prohibits using its AI services to promote graphic violence, terrorism, or related content. Users are not allowed to add content depicting or supporting terrorism, encouraging terrorist activities, or aiding terrorist recruitment. Additionally, without prior written approval from

boost.ai, users may not use AI services or Services to sell, develop, or market weapons and explosives.

❖ Adult content, adult industry

Users are prohibited from using the AI services and/or Services for the purpose of submitting including but not limited to explicit material or adult products, creating sexual chatbots with non-consensual adult content.

❖ Harassment and discriminatory activities

Boost.ai strictly forbids the use of its AI services to generate or promote content that attacks, intimidates, or excludes individuals or groups based on attributes such as race, ethnicity, nationality, gender, gender identity, sexual orientation, religion, age, disability, caste, or any other characteristic linked to systemic discrimination or marginalisation.

Any content that is targeted at individuals or groups of individuals with threats, insults, intimidation, demeaning in any way is strictly prohibited.

❖ High risk activities according to the AI Act

The Services and AI services are not intended to be used for any activity classified as 'high risk' under the EU AI Act, and Users are prohibited from using the Services or AI services for any such activities. Users who are unsure whether their intended scope and use falls under the high-risk classification are encouraged to reach out to boost.ai for both parties to come to an understanding on how to use the solution responsibly.

Enforcement

This Policy is attached by reference to contracts boost.ai has with Users regarding the use of the Services and/or AI services. Without prejudice to boost.ai's rights under applicable laws and contracts, use of boost.ai's Services and AI services in a manner that is inconsistent with this Policy may result in suspension or termination of access to the Services and/or AI services.

General notice

Generative AI technology is evolving rapidly and can be applied in various innovative ways. We encourage our customers to carefully evaluate the safety and implications of their use of these

technologies. Boost.ai's Generative AI products are not designed for high-risk applications that could lead to severe consequences, such as death, serious injury, or significant damage.

Updates

This Policy may be updated or modified from time to time to reflect changes in our practices, services, or applicable laws and regulations. Any such updates will take effect upon posting the revised Policy in our Trust Center. Users are encouraged to review the Policy periodically to ensure continued compliance. Users may also register through our Trust Center to receive notifications when changes or updates to this Policy have been made. Continued use of our services after any update constitutes acceptance of the revised Policy.

Contact information

For questions about this Policy or to report a violation, please contact boost.ai's Legal Team at legal@boost.ai as the owner of this Policy.
