GOLDJAXE L.L.C-FZ

Provider of Terminal GOLDJAXE
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GOLDJAXE

ACCEPTABLE USE POLICY

No. AUP-FZ-TG-2026-1008

ACCEPTABLE USE POLICY · VERSION 2.2 · 16 OCTOBER 2026

One standard of use for every model in Terminal GOLDJAXE, with the stricter rule always in force

The Policy binds every Customer, Authorised User and End User together with the usage policy of each model provider. On a breach or a suspected breach, including at the request of a model provider, GOLDJAXE may suspend access **immediately and without notice** and terminate by notice with immediate effect. Credits cannot be used during a suspension and are forfeited if GOLDJAXE ends access or terminates for a breach

APPLIES TO

Customers, Authorised Users and End Users

in every mode of the Service
with every model and every key

APPLIES TO	PROVIDER POLICY	SUSPENSION	TERMINATION FOR BREACH
every user and key	stricter prevails	without notice	credits forfeited

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This Acceptable Use Policy (the **"Policy"**) sets the rules for using Terminal GOLDJAXE (the **"Service"**), provided by **GOLDJAXE L.L.C-FZ**, a limited liability company licensed in Meydan Free Zone, Dubai, United Arab Emirates, under Trade License No. 2654905.01, with its registered address at Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, U.A.E. (**"GOLDJAXE"**). It forms part of the Agreement under the Terms of Service for Business and uses the terms defined in section 2 of those Terms. "You" means the Customer and every Authorised User and End User.

01

How this Policy works

1.1 This Policy applies to all use of the Service, in every mode, with every Model and through every seat, credential and Account Key of Customer's account.

1.2 Each Third-Party Model also carries the usage policy of its Model Provider, listed in the Third-Party Models Registry & Terms (the "Registry"). When you use a Model, you follow both this Policy and that usage policy; where the usage policy is stricter, it applies in place of the corresponding rule of this Policy. Open Models carry the use restrictions of their licences.

1.3 GOLDJAXE determines in its reasonable discretion whether use of the Service breaches this Policy or a usage policy, on the basis of its logs, its detection systems and information from Model Providers, payment providers and competent authorities.

1.4 GOLDJAXE may update this Policy by publishing a new version on the Site. An update applies from publication, unless a later date is stated, as section 20.4 of the Terms of Service for Business provides. Use of the Service after an update applies constitutes acceptance of it.

02

Lawful use

2.1 You use the Service only in compliance with the laws that apply to you, to GOLDJAXE and to the relevant Model Provider, including the laws of the United Arab Emirates.

2.2 You may not use the Service to create, obtain or distribute content, or to take any action, that:

- exploits, abuses or endangers children, including sexual exploitation of children and any child sexual abuse material;
- promotes, supports or facilitates terrorism or violent extremism;
- helps to develop, produce, acquire or use weapons, including chemical, biological, radiological, nuclear and explosive weapons;
- compromises computer systems or networks, including through malware, phishing, denial-of-service attacks or unauthorised access, or attacks critical infrastructure;
- constitutes fraud, a scam, deception or impersonation of a person or organisation, including fake reviews, falsified documents and misleading claims of expertise;
- interferes with elections or democratic processes, including through deceptive political content or voter suppression;
- harasses, threatens or bullies people, incites violence or hatred against people or groups, or promotes self-harm;
- depicts sexual activity involving minors, or creates sexual or intimate imagery of a real person without that person's consent;
- violates privacy, including unlawful surveillance, tracking, facial recognition or biometric categorisation, or the collection or disclosure of personal data without a lawful basis;
- infringes the intellectual property or other rights of any person;
- sends spam or other unsolicited bulk communications;

- evades sanctions, export controls, anti-money laundering rules or other legal requirements;
- is otherwise prohibited by the law that applies to you, to GOLDJAXE or to the relevant Model Provider.

03

Integrity of the Service and the Models

3.1 You may not, and may not help or allow any other person to:

- use the Service, Inputs or Outputs to develop, train or improve AI models that compete with the Service or with any Model, including through model distillation or model scraping;
- reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, model weights, algorithms, system instructions, Brigades, prompts or skills of the Service or of any Model;
- scrape, crawl or bulk-extract data or content from the Service other than through its export features;
- circumvent rate limits, usage limits, Credit metering, regional restrictions, content filters, safety measures or other technical protections, including through jailbreaks, prompt injection or variant spellings aimed at evading safety detection;
- remove, alter or conceal labels or marks that a Model Provider places on AI-generated content;
- share, sell, rent, lend or transfer accounts, seats, credentials or Account Keys, or use one seat for more than one individual;
- resell, sublicense or provide standalone access to any Model or to the Service, or use the Service as a gateway or proxy for third-party applications;

- without GOLDJAXE's prior written consent, use the Service to build, support or benchmark for publication a product or service that competes with the Service, or publish or disclose to any third party the results of any benchmark, performance or comparative test of the Service;
- open further accounts, or use another person's account, to evade a limit, a suspension or a termination;
- interfere with or disrupt the Service, its infrastructure or other customers, including through load tests or security scans without GOLDJAXE's written consent.

04

Accounts, keys and Customer’s responsibility

4.1 Customer is responsible for all use of the Service under its account, including all activity, Credits and charges under every seat, credential and Account Key of the account, whether or not Customer authorised them, including use by former personnel and use of compromised credentials, except to the extent Customer proves that the activity resulted from a compromise of an Account Key caused by the fault of GOLDJAXE, as sections 5.2 and 10.9 of the Terms of Service for Business provide.

4.2 Customer is responsible for its Authorised Users and End Users, and for any other person who obtains access through its account, as for its own acts and omissions. Customer makes this Policy and the relevant usage policies binding on its Authorised Users and End Users and acts promptly on any misuse it becomes aware of.

4.3 Customer keeps credentials and Account Keys confidential and stored securely, assigns each seat to one named individual, removes access of persons who leave its organisation, and notifies GOLDJAXE without delay of any loss, theft or unauthorised use. Use and charges under an Account Key before GOLDJAXE has had a reasonable opportunity to act on that notice remain Customer's responsibility and are payable under section 5.6 of the Terms of Service for Business.

4.4 GOLDJAXE's metering and records of use, Credits, charges and actions under each seat and Account Key are conclusive and binding, save for manifest error. Section 10.7 of the Terms of Service for Business also applies.

4.5 Customer cooperates with requests of GOLDJAXE for information to verify compliance with this Policy and the usage policies, including the identity of Customer and its users and the nature of their use.

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Age and location

5.1 Authorised Users are 18 years of age or older.

5.2 A Customer Deployment that persons under 18 may access requires the consent of a parent or guardian where the law or the usage policy of the Model requires it, the safeguards that the Model Provider requires, and a Model whose usage policy permits such use. Gemini models are not used in any service directed to or likely to be accessed by persons under 18.

5.3 You use each Model only from the countries and regions that its Model Provider supports and does not exclude, under the availability rules listed in the Registry, and you do not use a VPN, proxy, false location data or other means to access a Model from an unsupported or excluded location or for a restricted person.

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High-risk work

6.1 Terminal GOLDJAXE is a tool for qualified professionals. High-risk work means use in legal, healthcare, insurance and financial matters, in employment and housing decisions, in academic testing, accreditation and admissions, in media or journalistic content published for others, and in any other area that a Model Provider designates as high-risk. In high-risk work:

- a qualified professional in the relevant field reviews each Output before it is issued to a person or used for advice, a recommendation or a decision affecting a person;
- where an Output is presented to a person directly, that person is told that AI was used to help produce the advice, decision or recommendation, at least at the start of each session;
- a human makes each decision that has legal or similarly significant effects on a person, and a Model whose usage policy excludes such decisions is not used for them.

6.2 Customer alone decides whether and how Outputs are used in high-risk work and is solely responsible for the accuracy and appropriateness of what is issued, for the decisions made with it and for the professional duties and licences that apply to that work.

6.3 Gemini models are not used in clinical practice, to provide medical advice, or in any manner that is overseen by or requires clearance or approval from a medical device regulatory agency.

6.4 Factual statements in Outputs are checked independently before they are relied upon. Customer informs its Authorised Users and End Users of this.

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Customer Deployments and AI disclosure

7.1 Every chatbot, assistant or interactive agent that a Customer Deployment makes available to End Users tells them that they are interacting with an AI system, at least at the start of each session.

7.2 A Customer Deployment does not present Outputs as human-generated in a way intended to mislead a person about their origin, and impersonates a real person or organisation only with the consent of that person or organisation or where Customer has a legal right to do so.

7.3 Customer gives End Users terms of use that are at least as protective of GOLDJAXE and the Model Providers as this Policy and the relevant usage policies.

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Enforcement, suspension and credits

8.1 Report suspected misuse, security vulnerabilities or content that breaches this Policy to [abuse reporting email].

8.2 GOLDJAXE and Model Providers may review use of the Service, including Inputs and Outputs flagged by automated detection, to enforce this Policy, the Provider Terms and the law, in accordance with the Data Processing Agreement. GOLDJAXE has no obligation to monitor use of the Service.

8.3 If GOLDJAXE detects or suspects a breach of this Policy or of a usage policy, or a Model Provider, a payment provider or a competent authority requests it, GOLDJAXE may, immediately and without prior notice: (a) block or remove content; (b) suspend, restrict or rate-limit an Authorised User, a seat, an Account Key, a Customer Deployment, a Model or the Service, in whole or in part; and (c) end the access of an Authorised User. GOLDJAXE may also terminate the Agreement or any Order Form by notice with immediate effect under section 17.3 of the Terms of Service for Business.

8.4 Without limiting section 8.3, where a Model Provider asks GOLDJAXE to act, Customer corrects the breach within the period GOLDJAXE states, which may be 24 hours or less. If Customer does not, GOLDJAXE acts without further notice.

8.5 GOLDJAXE may inform Customer of a measure after it is taken. GOLDJAXE lifts a measure when it is satisfied that the breach has been remedied, that the Model Provider concerned has lifted any restriction on its side and that all amounts due have been paid. Section 11.2 of the Terms of Service for Business also applies.

8.6 During a suspension under this Policy, Credits cannot be used, and the suspension does not extend their validity. If GOLDJAXE ends access or terminates the Agreement or an Order Form for a breach of this Policy, then, except as section 15.4 of the Terms of Service for Business provides or where a refund is mandatory under applicable law, all unused Credits,

including promotional Credits, are forfeited without refund or compensation, fees already paid are non-refundable, and the consequences of termination in section 17.6 of the Terms of Service for Business apply. This section 8.6 applies to the extent the applicable law permits.

8.7 A measure under this Policy does not relieve Customer of its payment obligations and gives no right to a refund or credit, except as section 15.4 of the Terms of Service for Business provides or where a refund is mandatory under applicable law. GOLDJAXE has no liability to Customer or any third party for a measure under this Policy. Section 11.3 of the Terms of Service for Business also applies.

8.8 If a Model Provider restricts, suspends or terminates GOLDJAXE's access to a Model, or imposes charges or penalties on GOLDJAXE, because of use under Customer's account, that use is a material breach of the Agreement by Customer, section 4.11 of the Terms of Service for Business applies, and the indemnity in section 13 of those Terms covers the resulting loss, including the charges imposed and the cost of restoring or replacing the access.

8.9 A breach of this Policy is a material breach of the Agreement and a breach of section 6 of the Terms of Service for Business. The limitations of liability in section 14 of those Terms protect only the GOLDJAXE Parties, and Customer's liability for a breach of this Policy is unlimited under section 14.6 of those Terms.

8.10 GOLDJAXE reports illegal content and cooperates with competent authorities where the law requires it, and may inform the Model Provider concerned of a breach that involves its Model.

09

Names and logos of Model Providers

9.1 Customer uses the names, logos or trademarks of Model Providers, such as Anthropic and Claude, OpenAI and GPT, Google and Gemini, Moonshot AI and Kimi, in the names of its products, Customer Deployments, domains or marketing only with the written permission of the relevant Model Provider.

9.2 Customer may state which Model powers a feature where the brand guidelines of the Model Provider allow it.

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