



ORDO™: Acceptable Use and External-Facing Services Policy

Published: May 2025

SCOPE

This Acceptable Use and External Facing Services Policy ("Policy") applies to customers' use of all services offered by GBS Corporation or its affiliates ("GBS"). Capitalized terms used below but not defined in this policy have the meaning set forth in the Master Services Agreement ("MSA").

CHANGES TO POLICY

GBS may change this Policy by posting an updated version of the Policy at <https://www.gbscorp.com/healthcare-solutions/ordo/documents/> and such updates will be effective upon posting.

VIOLATIONS

A customer's violation of this Policy will be considered a material breach of the MSA and/or other agreement governing the customer's use of the services.

PROHIBITED MATERIAL

Customers may not, and may not allow any third party, including its users, to use services to display, store, process, or transmit, or permit use of services to display, store, process, or transmit:

1. Material that infringes or misappropriates a third party's intellectual property or proprietary rights;
2. Hate-related material, and/or material advocating discrimination against individuals or groups;
3. Material advocating or advancing violent causes, including terrorism or violent extremism;
4. Obscene, excessively profane material or otherwise objectionable material;
5. Material advocating or advancing criminal hacking, cracking, or phishing;
6. Material related to illegal drugs or paraphernalia;
7. Malicious material;
8. Unlawful software;
9. Malicious code, such as viruses, worms, time bombs, Trojan horses, and other harmful or malicious files, scripts, agents, or programs; or
10. Material that 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.

PROHIBITED ACTIONS

Customers may not use a service to, nor allow its users or any third party to use a service to:

1. Generate or facilitate unsolicited commercial email (spam). Such prohibited activity includes, but is not limited to:
 - a. Sending communications or email in violation of the CAN-SPAM Act or any other applicable anti-spam law or regulation;
 - b. Imitating or impersonating GBS, another person or his, her, or its email address, or creating false accounts for the purpose of sending spam;
 - c. Mining data or harvesting any web property (including any External-Facing Service) to find email addresses or other user account information;
 - d. Sending unauthorized mail via open, third-party servers;

- e. Sending email to users who have requested to be removed from a mailing list;
 - f. Selling to, exchanging with, sharing with, or distributing to a third-party personal information, including the email addresses of any person without such person's knowing and continued consent to such disclosure; or
 - g. Sending unsolicited emails to significant numbers of email addresses belonging to individuals and/or entities with whom you have no preexisting relationship;
2. Send, upload, distribute, or offer to do the same, with respect to unlawful, defamatory, harassing, abusive, fraudulent, infringing, obscene, excessively profane, hateful, violent, or otherwise objectionable material;
 3. Promote, support, or facilitate unlawful, hateful, discriminatory, or violent causes, including terrorism or violent extremism;
 4. Intentionally distribute viruses, worms, defects, Trojan horses, corrupted files, hoaxes, or any other items of a destructive or deceptive nature;
 5. Conduct or forward multi-level marketing, such as pyramid schemes and the like;
 6. Generate or facilitate SMS, MMS, or other text messages or push notifications in violation of the Telephone Consumer Protection Act, the Do-Not-Call Implementation Act, or any other applicable law including anti-spam, telemarketing, or telephone consumer protection laws or regulations;
 7. Use the services in any manner that violates any applicable industry standards, third-party policies, or requirements that Salesforce may communicate to its users, including all of the applicable guidelines published by the CTIA, the Mobile Marketing Association, the Self-Regulatory Principles as directed by the Digital Advertising Alliance and the Network Advertising Initiative, or any other generally accepted industry associations, carrier guidelines, or other industry standards;
 8. Transmit material that may be harmful to minors including for any purposes related to child sexual exploitation or Child Sexual Abuse Material (CSAM);
 9. Illegally transmit another's intellectual property or other proprietary information without such owner's or licensor's permission;
 10. Impersonate another person, entity, or Salesforce (via the use of an email address or otherwise) or otherwise misrepresent themselves or the source of any communication;
 11. Violate the rights (such as rights of privacy or publicity) of others;
 12. Promote, facilitate, or encourage illegal activity;
 13. Intentionally or unintentionally interfere with the availability of the service for other users, including, but not limited to, engaging in usage practices prohibited by the Documentation;
 14. Mislead people about voting processes or census processes;
 15. Engage in activity in connection with illegal peer-to-peer file sharing;
 16. Engage in or promote gambling, or run a gambling operation;
 17. "Mine" bitcoins and other cryptocurrencies;
 18. Sell, distribute, or export illegal or prescription drugs or other controlled substances or paraphernalia;
 19. Operate an "open proxy" or any other form of Internet proxy service that is capable of forwarding requests to any end user or third-party-supplied Internet host;
 20. Perform significant load or security testing without first obtaining GBS written consent;
 21. Remove any copyright, trademark, or other proprietary rights notices contained in or on the service or reformat or frame any portion of the web pages that are part of the service's administration display;
 22. Access a third-party web property for the purposes of web scraping, web crawling, web monitoring, or other similar activity through a web client that does not take commercially reasonable efforts to identify itself via a unique User Agent string describing the purpose of the

web client and obey the robot's exclusion standard (also known as the robots.txt standard), including the crawl-delay directive;

23. Use a service in any manner that would disparage GBS;
24. Directly manage, as the primary operator, private, for-profit prison facilities or detention centers in the United States. For-profit prisons and detention centers refer to privately owned facilities in which persons are incarcerated or otherwise involuntarily confined for purposes of execution of a punitive sentence imposed by a court or detention pending a trial, hearing, or other judicial or administrative proceeding.