

REMOTE HOME CHECK, LLC

Exhibit A: Acceptable Use Policy

1. PURPOSE

This Acceptable Use Policy (“AUP”) defines the rules and boundaries for use of the Remote Home Check platform and Services. All users, including Subscribers, Authorized Users, and Organization administrators, must comply with this AUP.

2. PROHIBITED CONDUCT

You shall not, and shall not permit any third party to:

- Use the Services for any unlawful purpose or in violation of any applicable law or regulation
- Use the Services as a substitute for professional medical advice, diagnosis, or treatment
- Rely on Observations or Insight Scores as definitive medical conclusions
- Reverse engineer, decompile, disassemble, or otherwise attempt to derive source code from the Services
- Attempt to gain unauthorized access to any part of the Services, other accounts, or computer systems
- Transmit any malware, viruses, worms, trojan horses, or other malicious code
- Interfere with or disrupt the integrity, performance, or availability of the Services
- Use automated means (bots, scrapers, crawlers) to access the Services except as expressly authorized in writing
- Resell, sublicense, or redistribute the Services without prior written authorization
- Remove, obscure, or alter any proprietary notices or labels on the Services
- Use the Services to harass, stalk, threaten, or otherwise violate the rights of others
- Transmit any content that is defamatory, obscene, fraudulent, or otherwise objectionable
- Use the Services in any manner that could damage, disable, overburden, or impair RHC’s infrastructure

3. PROTECTED HEALTH INFORMATION IN COMMUNICATIONS

Users shall not include Protected Health Information (PHI) or identifiable health data in SMS messages, email subject lines, or other unencrypted communications sent through the Services. Alerts and notifications are designed to include links to the secure platform only. Detailed health information should be accessed exclusively through the authenticated dashboard.

4. ACCOUNT SECURITY

- You are responsible for all activity under your account credentials
- Do not share account credentials with any unauthorized person
- Use strong, unique passwords and enable multi-factor authentication where available
- Report any suspected unauthorized access immediately to support@remotehomecheck.com

5. RATE LIMITS AND AUTOMATION

RHC may impose reasonable rate limits on API access and automated interactions. Excessive automated requests that degrade service performance may result in temporary or permanent throttling.

6. CONTENT STANDARDS

Any content you submit or transmit through the Services must not: (a) infringe any third-party intellectual property rights; (b) contain false or misleading information; (c) violate any law or regulation; or (d) contain any material that could harm minors.

7. ENFORCEMENT

7.1 Investigation

RHC reserves the right to investigate suspected violations of this AUP and to take appropriate action, including cooperating with law enforcement authorities.

7.2 Suspension

RHC may suspend or restrict access to the Services immediately and without prior notice if: (a) the violation poses an imminent threat to the security, integrity, or availability of the Services; (b) the violation involves illegal activity; or (c) continued access could result in harm to other users or third parties.

7.3 Notice

For non-emergency violations, RHC will use reasonable efforts to provide notice to the user before taking enforcement action, including a description of the alleged violation and an opportunity to cure within a reasonable timeframe.

7.4 Termination

Repeated or severe violations of this AUP may result in permanent termination of account access in accordance with Section 16 of the Master Terms.

8. REPORTING VIOLATIONS

If you become aware of any violation of this AUP, please report it to legal@remotehomecheck.com.

[END OF ACCEPTABLE USE POLICY]