

Acceptable Use Policy

Effective August 6, 2026 · Version 2026-08-06

This Acceptable Use Policy (this "AUP") forms an integral part of the [Terms of Use](#) (the "Terms") governing the **Underline.Health** platform operated by **Underline.AI, Inc.** ("Underline," "we," or "us"). Capitalized terms not defined here have the meaning given in the Terms.

This AUP may be updated from time to time; continued use of the Services after an update constitutes acceptance of the current version.

1. Prohibited activities

You agree not to do, and not to permit any Authorized User or other person to do, any of the following:

- 1.1** Access or attempt to access any part of the Services or the systems underlying them by any means other than the official Underline.Health interfaces, including by scraping, spidering, or automated crawling.
- 1.2** Probe, scan, or test the vulnerability of any system or network, or attempt to bypass any authentication or security mechanism.
- 1.3** Disrupt or overload our infrastructure, including by sending automated requests beyond reasonable human usage or by deploying bots.
- 1.4** Upload, transmit, or distribute malware, viruses, or other harmful code, or use the Services for phishing, deceptive commercial practices, or any unlawful activity.
- 1.5** Disable, circumvent, or interfere with any protective, logging, or monitoring feature of the Services.

1.6 Impersonate any person or entity, including Underline personnel or another clinician, or misrepresent your professional credentials or affiliation.

1.7 Use the Services to violate the privacy of any person, or to store or transmit personal data that you have no lawful basis to hold.

1.8 Upload, share, or create material that is defamatory, harassing, threatening, hateful, or discriminatory.

1.9 Use the Services in a manner that infringes any copyright, trademark, or other proprietary right, including by submitting copyrighted clinical or psychometric instruments for which you do not hold a valid licence.

1.10 Share account credentials, or grant access to any person who is not an Authorized User under the Terms.

1.11 Use the Services in a manner that is excessive, abusive, or materially inconsistent with normal intended use.

2. Prohibited content

This Section concerns content you create or introduce on your own behalf. **It does not restrict clinical documentation.** Capturing, transcribing, or describing what a patient said or did during a clinical encounter is a legitimate and expected use of the Services, including where a patient discloses suicidal ideation, self-harm, violence, or abuse, and including where you are documenting an encounter that gives rise to a mandatory reporting obligation.

You may not upload, transmit, or create any content that:

2.1 Exploits, harms, or depicts children in a sexual or abusive manner.

2.2 Infringes any third party's intellectual property rights.

2.3 Is fraudulent, obscene, pornographic, defamatory, or otherwise unlawful.

2.4 Encourages self-harm, violence, harassment, hate speech, or discrimination on the basis of race, religion, gender, sexual orientation, disability, or medical

condition.

2.5 Violates patient confidentiality or the ethical standards applicable to your profession.

3. Clinical use restrictions

The Services are documentation and analytical tools that support your professional judgment. They are not a clinical decision-maker and not a substitute for your judgment. You may not use the Services:

3.1 As the sole basis for a diagnosis, treatment decision, or medication recommendation.

3.2 As a means of managing a medical emergency, crisis intervention, or any situation involving imminent risk of harm, or as a substitute for your own risk assessment and response. Documenting such an encounter is permitted and expected; relying on the Services to detect, flag, escalate, or respond to risk is not.

3.3 To provide or hold out as providing personalised medical advice or prescription guidance to any person.

3.4 To generate, adopt, or distribute false, misleading, or fabricated clinical information as though it were a genuine clinical record, including by producing a record of an encounter that did not take place. Creating clearly fictitious content within your own workspace in order to test, evaluate, or familiarise yourself with the Services is permitted.

3.5 To adopt AI Output into a patient record without review. **All AI Output is a draft until you have reviewed, corrected, and adopted it.**

4. Additional restrictions

The Services rely on third-party AI, transcription, and infrastructure providers, listed at <https://underline.health/subprocessors/>. Independently of those providers' own policies, you must not use the Services:

4.1 To impersonate any individual, or to generate deceptive or misleading content concerning a real person.

4.2 To classify, score, profile, or monitor any individual without a lawful basis for doing so.

4.3 For gambling, spam generation, political campaigning, or unsolicited commercial messaging.

4.4 To deliberately circumvent, or to induce the Services to circumvent, the safety policies or content controls of an AI provider we rely on, including by prompt injection or jailbreaking.

5. Monitoring and enforcement

We are not obliged to monitor content or activity, and we do not routinely access the clinical content in your workspace. We may, however, investigate suspected violations of this AUP or the Terms, and we may suspend or terminate access to an account where a violation occurs, where activity presents a security or legal risk, or where required by law or by a provider's policy.

Where we act on clinical content, we will do so with due regard to your record retention obligations and, wherever practicable, will notify you before rather than after.

6. Copyright

We respond to notices of claimed copyright infringement in accordance with the **Copyright and Infringement Claims** section of the [Terms of Use](#). Notices should be sent to legal@underline.health.

7. Reporting violations

To report a suspected violation of this AUP, write to legal@underline.health.

8. Modifications

We may modify this AUP by publishing an updated version. Continued use after the effective date constitutes acceptance. In the event of a conflict between this AUP and the Terms, this AUP governs to the extent necessary to resolve the conflict.

Underline.AI, Inc. legal@underline.health <https://underline.health>