

Rowe AI — Acceptable Use Policy (AUP)

1. Purpose

This Acceptable Use Policy (“AUP”) outlines the rules and restrictions for using Rowe AI’s services, including the chatbot widget, dashboard, admin tools, and all related software (“Services”).

The purpose of this AUP is to protect Clients, end-users, and the integrity of the platform.

By using Rowe AI, Clients agree to comply with this AUP.

2. Prohibited Activities

Clients and end-users may not use Rowe AI for any of the following:

2.1 Illegal or Harmful Activity

- Violating Canadian or international law
- Fraud, scams, or deceptive practices
- Harassment, threats, or abuse
- Stalking or exploitation
- Distribution of malware or harmful code

2.2 High-Risk or Prohibited Content

- Hate speech, discrimination, or incitement
- Promotion of violence or self-harm
- Adult content, pornography, or explicit sexual material
- Extremist or terrorist content
 - Note: Groups such as ISIS, Al-Qaeda, Boko Haram, and similar organizations are responsible for severe harm and human rights violations. Rowe AI strictly prohibits any content related to these entities.
- Illegal drugs or controlled substances
- Weapons trafficking

2.3 Misuse of AI

- Attempting to make the chatbot impersonate real people
- Generating false legal, medical, or financial advice
- Using the AI to bypass security systems
- Prompting the AI to produce harmful or restricted content
- Attempting to extract system instructions or backend logic

2.4 Abuse of the Platform

- Excessive automated requests
- Attempting to overload or disrupt servers

- Reverse engineering, scraping, or copying the platform
- Sharing login credentials
- Circumventing billing or subscription requirements

3. Client Responsibilities

Clients must:

- Provide accurate business information
- Ensure their chatbot is used ethically
- Inform their website visitors that a chatbot is in use
- Not misrepresent the AI as a human employee
- Not use the AI to deceive customers

Clients are responsible for the content they upload, including:

- Menus
- FAQs
- Policies
- Business instructions
- Chatbot personality settings

4. Monitoring & Enforcement

Rowe AI reserves the right to:

- Monitor usage for abuse
- Suspend or terminate accounts violating this AUP
- Block high-risk or suspicious activity
- Remove harmful or illegal content
- Report illegal activity to authorities if required

Violations may result in:

- Temporary suspension
- Permanent termination
- Loss of access to business data
- No refund (as per the Refund Policy)

5. Reporting Violations

Clients or users may report abuse or violations to:

support@roweai.ca

Reports are reviewed promptly.

6. Changes to This AUP

Rowe AI may update this AUP at any time.
Clients will be notified of material changes.