

ACCEPTABLE USE POLICY

Effective Date:

This Acceptable Use Policy applies to all users of the Platform, including clients, providers, visitors, and account holders.

By accessing or using the Platform, you agree not to:

- violate any applicable law, regulation, professional rule, or third-party right;
- provide false, misleading, or fraudulent information;
- impersonate another person or misrepresent your identity, qualifications, affiliation, or authority;
- access another user's account without authorization;
- interfere with, disrupt, or damage the Platform, servers, networks, or security features;
- use bots, scrapers, crawlers, or automated means to access or extract data except as expressly authorized;
- upload, transmit, or distribute malware, malicious code, or harmful content;
- use the Platform to harass, threaten, abuse, exploit, defame, or discriminate against any person;
- post or transmit unlawful, obscene, hateful, violent, infringing, or otherwise objectionable material;
- attempt to reverse engineer, decompile, copy, or exploit the Platform except as permitted by law or our written authorization;
- circumvent fees, booking workflows, security controls, or access restrictions;
- use the Platform for unauthorized advertising, spam, or solicitation;
- collect, harvest, or disclose personal data of others without a lawful basis;
- use the Platform in connection with emergency situations or urgent mental health crises where immediate in-person or emergency intervention is required; or
- take any action that could expose the Platform to liability, reputational harm, security risk, or regulatory breach.

We may monitor compliance with this Policy and may suspend, restrict, remove content, cancel bookings, disable accounts, or take any other action reasonably necessary to investigate or address suspected violations.

Violations may also be reported to payment processors, professional regulators, law enforcement, or other relevant authorities where appropriate.