Rackfish Acceptable Use Policy

Version 2026-10-14

Provider: Rackfish AB, 556614-3243, Uppsala Slott, 752 37 Uppsala, Sweden, support@rackfish.com

1. Scope

This policy applies to all services provided by Rackfish AB, including Streamio, and forms part of the agreement through the applicable service terms. It applies to the customer and to everyone who uses the service through the customer.

This policy is available in Swedish and English. In the event of any discrepancy between the language versions, the Swedish version prevails.

This policy applies from 14 October 2026 to agreements entered into on or after that date. For agreements entered into before then, it applies from the date stated in Rackfish's notice of the policy, no earlier than 30 days after the notice.

- The customer is responsible for ensuring that users and anyone else the customer gives access comply with this policy, and for what they do in the service.
- The customer shall keep login credentials confidential, store them securely and immediately change them and notify Rackfish if they may have been compromised.

2. Prohibited content

The services may not be used to store, publish or distribute content that:

- Infringes the rights of third parties
- Violates laws
- Is hateful or discriminatory
- Depicts violence or cruelty towards people or animals
- Is pornographic
- Promotes pyramid schemes, MLM or other dubious business practices
- Exploits minors or depicts child sexual abuse
- Contains threats of violence or incites violence
- Promotes terrorism or violent extremism
- Constitutes bullying, harassment, defamation or incitement to hatred against a group
- Encourages illegal acts
- Encourages self-harm or suicide
- Gives instructions for making weapons or explosives
- Promotes unlicensed gambling
- Promotes work-from-home schemes and similar
- Is DRM-protected or copyrighted material that the customer has no right to use

3. Prohibited use

The services may not be used to:

- Send spam or bulk messages to recipients who have not consented, or hide or forge sender information
- Carry out phishing, distribute malware or control botnets
- Attempt to access, scan or disrupt other parties' systems and networks, or carry out denial-of-service attacks
- Mine cryptocurrency
- Run open mail relays or open proxy servers
- Circumvent security features or technical limitations of the service
- Disclose personal data about others without a legal basis
- Provide services to or for persons, companies or countries subject to sanctions, or in breach of export control rules

4. Fair use of resources

Shared services must be used in a way that does not affect other customers. Services may have resource limits stated in the service description. If usage affects other customers or exceeds the limits,

Rackfish will contact the customer and may first limit resources, then suspend the service and finally terminate the agreement.

Some shared services, such as Streamio, charge for usage beyond what is included, for example traffic, in accordance with the service terms and price list. In those services, limitation, suspension and termination as described above apply only if the usage affects other customers.

5. Security

Rackfish may automatically scan stored files for malware and known security vulnerabilities, and block or isolate files that are harmful. The customer is responsible for keeping software that the customer installs up to date.

6. Reporting illegal content and abuse

Illegal content and abuse are reported to abuse@rackfish.com. A report should include:

- why the content is considered illegal or in breach of this policy
- where the content is located, for example the exact URL
- the name and email address of the person reporting
- a statement that the information is provided in good faith

Rackfish confirms receipt, reviews reports manually and handles them without undue delay. Authorities and users can contact Rackfish on matters under the EU Digital Services Act at abuse@rackfish.com, in Swedish or English.

7. Measures

In the event of a breach, Rackfish may issue a warning, restrict or remove content, suspend the service or terminate the agreement. Illegal content and use that causes serious harm or risk to others may be stopped immediately. Anyone affected by a measure receives a notice stating the reasons and how to request a review, by replying to the notice or writing to abuse@rackfish.com.

8. Authorities

Rackfish discloses information about customers and users only when required by law. Rackfish may suspend a service when requested by an authority, or on suspicion of a crime where necessary to prevent harm.

9. Changes and contact

Changes to this policy are notified in accordance with the applicable service terms. Questions about this policy: abuse@rackfish.com or support@rackfish.com.