

## ACCEPTABLE USE POLICY

Last Updated: Feb. 2026

This Acceptable Use Policy (“**Policy**”) is part of and incorporated into the Terms of Service located at <https://connect.na.panasonic.com/terms-conditions-sale> (or such successor URL as may be designated by PCNA) (the “Terms”) and shall be effective and remain in force for so long as PCNA continues to provide the Cloud Platform to Customer. Customer and its Authorized Users are responsible for knowing and abiding by this Policy. CUSTOMER’S FAILURE TO COMPLY WITH ANY PORTION OF THIS POLICY MAY RESULT, AMONG OTHER THINGS, IN THE TERMINATION OF ITS RIGHT TO ACCESS AND USE THE CLOUD PLATFORM WITH OR WITHOUT FURTHER NOTICE, AS DETERMINED BY PCNA IN ITS SOLE DISCRETION.

Unless otherwise indicated, capitalized terms used herein but not defined herein have the meanings ascribed to them in the Terms.

Customer may not use, or facilitate or allow others to use the Cloud Platform:

- In violation of any applicable Law, now or hereafter in effect.
- For any illegal or fraudulent activity.
- To violate the rights of others, including accessing or attempting to access other PCNA customers’ data or restrict or inhibit any other person from using or enjoying the Cloud Platform.
- To threaten, incite, promote, or actively encourage violence, terrorism, or other serious harm.
- For any content or activity that promotes child sexual exploitation or abuse.
- To provide personal information or solicit such information from any other user of the Cloud Platform.
- To violate the security, integrity, or availability of any data, network, computer or communications system, software application, or network or computing device.
- To distribute, publish, send, or facilitate the sending of unsolicited mass email or other messages, promotions, advertising, or solicitations or spam.
- To transmit or distribute any potentially harmful programs such as Trojan horses, worms, viruses, spyware or any malicious software or code.
- To store any messages, text, materials, data, information, or other items or materials that infringes upon or violates the copyright, trademark, patent, trade secret, publicity, privacy or other rights of any third party.
- To access parts of the Cloud Platform to which it is not authorized or attempt to circumvent any restrictions imposed on your right to use or access.
- To impose an unreasonable or disproportionately large load on our network or infrastructure.

### **Investigation and Enforcement**

We have the right, but not the obligation, to investigate any actual or suspected violation of this Policy or misuse of the Cloud Platform. We may remove and or disable access to any content or resource that violates this Policy. You agree to cooperate with us to remedy any violation. We may report any activity that we suspect violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Our reporting may include disclosing appropriate customer information.

## **Reporting of Violations**

To report any violation of this Policy, please contact your PCNA account representative.

## **General Terms**

Notwithstanding anything to the contrary in the Terms, in the event of any conflict between the Terms and this Policy, this Policy shall govern. This Policy is subject to change by PCNA at any time by posting an updated Policy on the Cloud Platform or <https://connect.na.panasonic.com/terms-conditions-sale> (or such successor URL as may be designated by PCNA) and Customer agrees that publishing such revised Policy shall constitute sufficient notice. PCNA will indicate at the top of this Policy the date such document was last updated, and any changes will be effective immediately upon posting of the revised Policy. Customers continued access and use of the Cloud Platform shall constitute Customer's acceptance of the revised Policy.