ACCEPTABLE USE POLICY

Phinx, a product of Sojaru Corp LLP

Effective Date: 12 November 2026
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Phinx is a product of Sojaru Corp LLP ("Sojaru", "we", "us" or "our"), a limited liability partnership registered in India under the Limited Liability Partnership Act, 2008 (LLPIN ACR-3169, GSTIN 19AFSFS5111B1ZZ), with its registered office at 2nd Floor, Flat 2A, 3/97 Chittaranjan Colony, Jadavpur, Kolkata 700032, West Bengal, India.

This Acceptable Use Policy sets out what you may not do with Phinx. It applies to everyone who uses the Services and to every website or application built, hosted, scanned or tested on Phinx. It forms part of our Terms of Service.

1. SCANNING AND TESTING

You must not:

- scan, test or ask us to scan or test any website, application or system that you do not own and are not authorised in writing to test;
- use our scans, reports or tools to find or exploit weaknesses in someone else's system;
- attempt to bypass rate limits, authentication or any other security control of the Services; or
- use the Services to carry out denial-of-service attacks, port scanning of third-party networks, or any similar activity.

2. SECURITY AND MISUSE OF THE PLATFORM

You must not:

- upload or distribute malware, viruses, ransomware, spyware or any other harmful code;
- host phishing pages, fake login pages, or pages that imitate a bank, a government body, a payment provider or any other organisation;
- access or attempt to access another customer's account, data or Build;
- mine cryptocurrency, or place an unreasonable load on our infrastructure; or
- resell or sublicense the Services without our written agreement.

3. CONTENT YOU MAY NOT HOST

You must not host, publish or transmit content that:

- is unlawful, or that the Information Technology Act, 2000 or the rules made under it prohibit;
- is sexually explicit, or harms or exploits children in any way;
- is defamatory, obscene, harassing, or promotes hatred or violence against any person or group;
- infringes any copyright, trademark, patent or other intellectual property right;
- contains anyone's personal data collected or published without a lawful basis;

- impersonates a person or organisation, or misleads people about who you are; or
- threatens the unity, integrity, defence, security or sovereignty of India, or public order.

4. WHAT YOU MAY NOT SELL

You must not use a Phinx site to sell, advertise or take payments for:

- drugs, narcotics, prescription medicines without the licences the law requires, or drug paraphernalia;
- weapons, ammunition, explosives or their parts;
- counterfeit, stolen or pirated goods, or goods that infringe intellectual property;
- gambling, betting, lotteries or games of chance, except where you hold every licence the law requires;
- lending, deposit-taking, investment schemes, chit funds, multi-level marketing or "get rich quick" offers, unless you are licensed or registered as the law requires;
- cryptocurrency trading or exchange services;
- adult content or services;
- fake documents, academic certificates, reviews, followers or ratings; or
- anything else that the law, or your payment provider's rules, prohibit.

5. PAYMENTS

You must not:

- use your Phinx site to collect money on behalf of other sellers, or operate a payment aggregation or wallet service, unless you hold the authorisation the law requires;
- use a UPI QR code or payment account that is not in your own name or your own business's name;
- make false statements to a payment provider or registration authority, including in an application we help you prepare; or
- use the Services to launder money or to evade tax.

6. MESSAGES AND EMAIL

You must not use the email, SMS, WhatsApp or chatbot features to send unsolicited bulk messages, to message people who have not agreed to hear from you, or to break the rules of the Telecom Regulatory Authority of India on commercial communications.

7. HOW WE ENFORCE THIS POLICY

If we find, or are told about, a breach of this policy, we may, depending on how serious it is:

- ask you to remove the content or stop the activity;
- disable the content or take the affected Build offline;
- suspend or close your Account, as set out in our Terms of Service; and
- report the matter to the police, CERT-In or another authority, where the law requires it or where people are at risk.

Where it is safe and lawful, we will tell you what we have found and give you a chance to respond before acting. We may act immediately where there is a risk to people, to our systems, or of legal liability.

8. REPORTING ABUSE

If you see a Phinx-hosted site or activity that breaks this policy, write to abuse@sojaru.com with the address of the site, what you saw, when you saw it, and any screenshots. We do not tell the account owner who made the report, unless the law requires us to. Security vulnerabilities in Phinx itself can be reported to security@sojaru.com.

Complaints under the Information Technology rules can also be sent to our Grievance Officer at grievance@sojaru.com. We acknowledge complaints within 24 hours and aim to resolve them within 15 days.

9. CONTACT US

Legal entity	Sojaru Corp LLP (LLPIN ACR-3169)
Registered office	2nd Floor, Flat 2A, 3/97 Chittaranjan Colony, Jadavpur, Kolkata 700032, West Bengal, India
GSTIN	19AFSFS5111B1ZZ
Abuse reports	abuse@sojaru.com
Security reports	security@sojaru.com
Grievance Officer	Soubhik Biswas, grievance@sojaru.com