

**SMARTSHEET.COM, INC.**  
**Acceptable Content Policy**

**Last Updated: November 13, 2015**

Smartsheet's online service (the "Online Service") enables people from diverse backgrounds to collaborate. Our policies play an important role in maintaining a positive experience for our users. Please follow these policies when sharing content or requesting content from others using Smartsheet.

We depend on users to let us know about content that may violate our policies. After we are notified of a potential violation of this policy, we may review the content and take action, including restricting access to the content, removing the content, and/or limiting or terminating a user's access to the Online Service. Note that we may make exceptions to these policies based on artistic, educational, or documentary considerations, or when there are other substantial benefits to the public from not taking action.

We occasionally modify these policies, so please check back here for any updates.

**Illegal Activities**

Do not use the Online Service to engage in illegal activities or promote dangerous and illegal acts.

**Malicious and Deceptive Practices**

Do not transmit viruses, malware, or any other malicious or destructive code. Do not distribute content that harms or interferes with the operation of the networks, servers, or other infrastructure of Smartsheet or others. Do not use the Online Service for phishing scams.

**Hate Speech**

Our products are platforms for free expression. But we don't support content that promotes or condones violence against individuals or groups based on race or ethnic origin, religion, disability, gender, age, nationality, veteran status, or sexual orientation/gender identity, or whose primary purpose is inciting hatred on the basis of these core characteristics. This can be a delicate balancing act, but if the primary purpose is to attack a protected group, the content crosses the line.

**Personal and Confidential Information**

Do not distribute other people's personal and confidential information, such as credit card numbers, confidential national ID numbers, or account passwords, without their permission.

**Child Exploitation**

Do not upload or share content that exploits or abuses children. This includes all child sexual abuse imagery (even cartoon images) and all content that presents children in a sexual manner. We will remove such content and take appropriate action, which may include disabling accounts and reporting to the National Center for Missing & Exploited Children (NCMEC) and law enforcement. Note that this policy may additionally apply to any content uploaded or transmitted through photos.

**Spam**

Do not use the Online Service to send spam, including by sending unwanted promotional or commercial content, or unwanted or mass solicitation.

**Sexually Explicit Material**

Do not distribute sexually explicit, pornographic or offensive material, including in your profile photo.

## **Harassment, Bullying, and Threats**

Do not use the Online Service to engage in harassing, bullying, or threatening behavior, and do not incite others to engage in these activities. Anyone using our Online Service to single someone out for malicious abuse, to threaten someone with serious harm, to sexualize a person in an unwanted way, or to harass in other ways may have the offending content removed or be permanently banned from using the Online Service. In emergency situations, we may escalate imminent threats of serious harm that we become aware of to law enforcement. Keep in mind that online harassment is illegal in many jurisdictions and can have serious offline consequences for both the harasser and the victim.

## **Violence**

Do not distribute depictions of graphic or gratuitous violence.

## **Impersonation**

Do not use our Online Service to mislead or confuse users by pretending to be someone else, or pretending to represent an organization you do not represent.

## **Intellectual Property Rights**

Do not engage in behavior that violates anyone's Intellectual Property Right ("Intellectual Property Rights" means copyright, moral rights, trademark, trade dress, patent, trade secret, unfair competition, right of privacy, right of publicity, and any other similar proprietary rights.)

## **HIPAA**

Under HIPAA, certain information about a person's health or health care services is classified as Protected Health Information (PHI). PHI should not be stored in Smartsheet.

## **Reporting Potential Issues**

If you encounter content that you believe violates the above policies, please report it to us using the "Report Abuse" link.