

This Sana Agents Code of Conduct (the "**Policy**") applies to the use and provision of Sana agents (the "**Services**") provided by Sana Labs AB or a Sana Labs AB-affiliated company (collectively, "**Sana**" or "**we**" in any form), or third party products, applications or functionality that interoperate with services offered by Sana, that incorporate artificial intelligence, (collectively, "**Covered AI Services**"). The terms of this Policy are in addition to the Acceptable Use Policy available [here](#).

## **1 Disallowed Usage**

Subscribers may not use a Covered AI Service, nor allow their Users or any third party to use a Covered AI Service, for the following:

### **1.1 Subliminal, manipulative and deceptive AI techniques with the risk of significant harm**

Using Covered AI Services to deploy subliminal techniques beyond a person's consciousness in order to materially distort a person's behaviour in a manner that causes or is likely to cause that person or another person physical or psychological harm.

### **1.2 Usage that exploit the vulnerabilities of persons in a way that can cause significant harm**

Use of Covered AI Services which exploits any of the vulnerabilities of a specific group of persons due to their age, physical or mental disability, in order to materially distort the behaviour of a person pertaining to that group in a manner that causes or is likely to cause that person or another person physical or psychological harm

### **1.3 Social Scoring leading to detrimental treatment**

Use of Covered AI Services for the evaluation or classification of natural persons or groups of persons over a certain period of time based on their social behaviour or known, inferred or predicted personal or personality characteristics, with the social score leading to either or both of the following:

- (a) detrimental or unfavourable treatment of certain natural persons or groups of persons in social contexts that are unrelated to the contexts in which the data was originally generated or collected;
- (b) detrimental or unfavourable treatment of certain natural persons or groups of persons that is unjustified or disproportionate to their social behaviour or its gravity;

This clause does not restrict the use of Covered AI Services for bona fide academic research or humanitarian initiatives, provided such use adheres to ethical guidelines and applicable laws.

### **1.4 Explicitly Predicting Protected Characteristics**

#### **1.4.1** Explicitly predicting an individual's protected characteristic, including, but not limited to, racial or ethnic origin, and past, current, or future political opinions, religious or philosophical beliefs, trade union membership, age, gender, sex life, sexual orientation, disability, health status, medical condition, financial status, criminal convictions, or likelihood to engage in criminal acts.

1.4.2 The previous sentence does not limit or prohibit use cases or tools designed specifically to identify security breaches, unauthorized access, fraud, and other security vulnerabilities, to identify and reduce bias in Covered AI Services; or to support the human assessment of the involvement of a person in a criminal activity, which is already based on objective and verifiable facts directly linked to a criminal activity.

1.4.3 Additionally, Subscriber may not submit images of individuals for the purposes of creating or analyzing biometric identifiers, such as face prints or fingerprints or scans of eyes, hands, or facial geometry.

## 1.5 **Untargeted Scraping of facial images from the internet or CCTV footage**

Create or expand facial recognition databases through the untargeted scraping of facial images from the internet or CCTV footage.

## 1.6 **Inferring emotions in workplaces or education institutions**

Infer emotions of a natural person in the areas of workplace and education institutions, except where the use of the Covered AI Service is intended to be put in place for medical or safety reasons.

## 1.7 **Automated Decision-Making Processes with Legal Effects:**

1.7.1 As part of an automated decision-making process with legal or similarly significant effects, unless Subscriber ensures that the final decision is made by a human being. In this case, Subscriber must take account of other factors beyond the Services' recommendations in making the final decision.

1.7.2 As part of an automated decision-making process for payday lending even when the final decision is made by a human being.

## 1.8 **Individualized Advice from Licensed Professionals**

1.8.1 Generating individualized advice that in the ordinary course of business would be provided by a licensed professional. This includes, for example, financial and legal advice, as applicable in your jurisdiction.

1.8.2 Generating or providing individualized medical advice, treatment, or diagnosis to a consumer or end user.

1.8.3 For clarity, this section does not limit Subscriber from using Covered AI Services for other purposes, such as customer support in regulated industries, or to assist a licensed professional where Covered AI Services were not leveraged in the generation of individual advice. When a Subscriber uses such services to assist in providing individualized advice (e.g., summarization), there must be a qualified person reviewing the Output.

1.8.4 Subscribers using Covered AI Services in regulated industries must ensure that qualified professionals are held accountable for the final output, especially when such output influences decisions impacting individuals' rights, well-being, or financial outcomes.

## 1.9 **Deceptive Activity**

Engaging in plagiarism, academic dishonesty or any other deceptive activity.

## 1.10 **Child Exploitation and Abuse**

Creating, sending, uploading, displaying, storing, processing, or transmitting material that may be harmful to minors including, but not limited to, for any purposes related to child exploitation or abuse.

## 1.11 **Weapons Development**

Developing, advertising, marketing, distributing, or selling weapons, weapon accessories, or explosives.

## 1.12 **Adult Content**

Creating, sending, uploading, displaying, storing, processing, or transmitting sexually explicit material; sexual chatbots or engaging in sexual chat.

## 1.13 **Any other use prohibited under applicable law**

## 2 **Disclosures**

2.1 Subscribers must disclose to Users when they are interacting directly with automated systems, such as Sana Agents or related features, and whether decisions are influenced by automated processes. , When required by law or industry best practices, Subscribers must also provide mechanisms for Users to contest or seek human oversight for decisions made by automated systems..

2.2 Subscribers may not deceive Users or consumers by misrepresenting content generated through automated means as human-generated or original content.

## 3 **Disclaimer**

AI technology, including generative AI, will continue to be used in new and innovative ways. Subscriber is responsible for determining if its use of these technologies is in compliance with applicable laws.

## 4 **Modifications**

4.1 Sana has the right to change this Policy at any time by posting an updated version of the Policy at [www.sanalabs.com/legal](http://www.sanalabs.com/legal) and such updates will be effective upon posting or such effective date stated in the updated version. If an update materially adversely affects your rights or obligations under this Policy, we will provide notice to you either by email or provide an in-product notification at least thirty (30) days before those changes will become effective. During this period, Subscribers may seek clarifications or raise objections.

4.2 By continuing to use the Services after any changes or alterations of this Policy become effective, you accept such changes as (i) a Subscriber; or (ii) a User of a Subscriber, in which case you only accept the changes on your own behalf and not on behalf of any other User or Subscriber. If you do not agree to the changes, you should no longer use the Services.

## 5 **Violations**

A Subscriber's or User's violation of this Policy will be considered a material breach of the [MSA](#) and/or other agreement governing the Subscriber's or User's use of the

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Services. Sana reserves the right to report violations that constitute material breaches of applicable law to the relevant authorities.