IdeaLine · Acceptable Use Policy

Draft, pending legal review. This document is a draft while our counsel completes their review. It may change before IdeaLine opens to the public, and nothing here is final until we publish a reviewed version with an effective date. This is not legal advice. Questions? Write to hello@idealine.io.

Acceptable Use Policy

Last updated [EFFECTIVE DATE]

1. Why this exists

This policy says what you may not do with IdeaLine. It is part of the Terms and Conditions and repeats and expands section 4 of them. It covers your workspace, your content, sharing links, short links, the API and the AI features. It applies to everyone who uses your workspace, and you are responsible for them.

2. Content and conduct

You may not use IdeaLine to store, send or share anything that:

- is unlawful, or helps someone break the law;
- infringes copyright, trademark, privacy or other rights (see our copyright policy for how to report it);
- is harassing, hateful, threatening, defamatory or sexually exploitative, or sexualizes children in any way. We report child sexual abuse material to the authorities;
- is fraudulent, deceptive, phishing or impersonates a person or organization;
- contains malware, or is meant to disrupt or gain unauthorized access to any system.

You may not send spam or unsolicited bulk messages through IdeaLine, including through share emails, invitations or notification destinations.

3. Accounts

One account is for one person. Do not share passwords, sign-in links, authenticator codes or recovery codes, and do not let more than one person use an account. See section 4 of the Terms for how this is enforced on the Solo plan.

4. Security and automated access

Do not probe, scan, load-test or crawl IdeaLine without our written permission. Do not try to reach another workspace's data, bypass limits or plan restrictions, or interfere with other customers' use. Good-faith vulnerability research that follows our disclosure policy is welcome.

5. Sharing links, the client portal and short links (idln.io)

Share links, the client portal and short links open one project of yours. They are for sharing your own work with the people you choose. You may not use them to:

- send people to a page that is not yours, or disguise where a link goes. IdeaLine short links can only ever open the IdeaLine app, and any attempt to point one elsewhere is refused;
- phish, spread malware, or collect other people's credentials or payment details;
- impersonate IdeaLine, another company or a person, including through a custom short-link name. Names that copy a brand or a reserved word may be refused or removed;
- share content that breaks section 2, or send links in bulk to people who did not expect them.

Short links expire (1 to 30 days on most plans, longer on some), can be revoked from the project's share list by you, and are limited to ten active links per project. We can revoke any link at once, without notice, if we believe it breaks this policy or puts people at risk.

6. The API

Use the API as the API Terms allow: within its limits, with your own keys, kept secret.

7. AI features

Do not enter highly sensitive personal data into AI features: health information, government identification numbers, financial account numbers, passwords or similar. Do not use AI features to make decisions that have legal or similarly significant effects on a person without human review, to create content that breaks this policy, to deceive people about whether they are dealing with a person or a machine, or to try to get around their limits. You must also follow the model provider's usage policy. See the AI Usage Policy.

8. Export controls and sanctions

You may not use IdeaLine if you are on a US, UK, EU or UN sanctions list, or located in or ordinarily resident in a country or region under comprehensive US sanctions, or if doing so would break export-control or sanctions laws. You may not use IdeaLine for any prohibited end use, or export, re-export or give access to it in breach of those laws. You promise that none of this applies to you or anyone you let use your workspace.

9. What we may do

If you break this policy we may remove content, revoke links or keys, limit features, suspend or end access, and report unlawful activity to the authorities. Where it is practical and safe, we will tell you why first and give you a chance to fix it. We may act at once when needed to protect people, the Service or other customers. Repeated or serious breaches end your account. Fees are not refunded for access we end for breach.

10. Reporting abuse

If you see content or a link that breaks this policy, tell us at support@idealine.io with the link and what is wrong, or use **Report an issue** if you are signed in. Copyright complaints go to the agent named in the copyright policy. Security problems go to security@idealine.io. We aim to look at abuse reports within two business days. If you think we acted wrongly, write to us and we will review it.