

## **Acceptable Use Policy (AUP)**

At Shopware, our mission is to unlock the true growth potential of our merchants by delivering exceptional shopping experiences. We are dedicated to cultivating an open, authentic, and visionary community where sustainable growth is fundamental to our strategy. This Acceptable Use Policy (AUP) outlines prohibited activities to ensure a safe and supportive environment for all users.

We have established this Acceptable Use Policy to clarify what constitutes "misuse" or "abuse" and to help us identify and address such actions. We reserve the right to take action against objectionable content that contradicts the spirit of these guidelines.

Please use your judgment and treat others with kindness so we can continue to create great things together. All the legal consequences are defined at the bottom of this page.

### **Definitions**

In this AUP, the term "services" refers to all products owned, operated, or offered by Shopware, including but not limited to the open-source-based Community Edition (CE), Shopware Store, paid plans/licenses, and cloud services.

### **General Principles**

By using our Services, you agree to use them responsibly and ethically.

### **Prohibited Activities**

The following activities are prohibited when using Shopware services:

#### **1. Child Exploitation**

You may not offer goods or services or post or upload materials that exploit or abuse children. This includes, in particular, any images or depictions of child abuse or sexual abuse or content that sexually presents children.

#### **2. Harassment and Threats**

You may not offer goods or services or post or upload materials that harass or threaten specific individuals or groups.

#### **3. Hateful Content**

You may not use the Services to promote or condone hate or violence against people in particular based on race, ethnicity, color, national origin, religion, age, gender, sexual orientation, disability, medical condition, or veteran status. You may not support organizations, platforms, or individuals that promote or condone such hate or violence.

#### **4. Illegal Activities**

You may not offer goods or services or post or upload materials that contravene the laws or regulations of the jurisdictions where you operate or do business.

#### **5. Intellectual Property Infringement**

You may not offer goods or services or post or upload materials that infringe any third-party rights like intellectual property rights, copyrights or trademarks, or any similar rights.

## **6. Malicious and Deceptive Practices**

You may not use the Services to transmit malware, host phishing pages, or engage in activities that harm or disrupt the services or other infrastructure, including deceptive commercial practices.

## **7. Personal and Confidential Information**

You may not post or upload any materials containing personally identifiable information, sensitive personal information, or confidential information without proper authorization. This includes credit card numbers, national ID numbers, or account passwords.

## **8. Self-Harm Promotion**

You may not offer goods or services or post or upload materials that promote self-harm.

## **9. Spam**

You may not use the Services to transmit unsolicited commercial electronic messages.

## **10. Terrorist Organizations**

You may not offer goods or services or post or upload materials that imply or promote support or funding of, or membership in, a terrorist organization.

## **11. Disruption**

You may not compromise the security or operation of our systems or software that we operate, such as the Community Store, SaaS, PaaS, or the Account. This includes actions such as probing, scanning, or testing the vulnerability of our services, tampering with, reverse-engineering, or hacking our services, or overwhelming our infrastructure with malicious intent.

This does not apply to the [reporting security issues program](#). The program is intended for suspected security issues that may affect Shopware's customers, systems, products, and/or services. Shopware looks forward to working with the Community to find and resolve security vulnerabilities, ensuring the safety of our business and customers.

## **12. Misrepresentation**

You may not misrepresent yourself or disguise the origin of any content, including by spoofing, phishing, or falsely implying any association with Shopware or any third party.

## **13. Inappropriate Content**

You may not post, upload, share, or otherwise provide content that is false, misleading, deceptive, fraudulent, illegal, obscene, defamatory, threatening, harmful, sexually explicit, or hateful. Content that attacks others based on their race, ethnicity, national origin, religion, sex, gender, sexual orientation, disability, medical condition, or other similar status is also prohibited.

## **Enforcement and Amendments**

Shopware reserves the right, at any time and without notice, to remove any materials and suspend or terminate your account or your access to the Services if you engage in activities that violate this AUP.

Shopware has the right, but not the obligation, to monitor or investigate any materials and content published in connection with your use of the Services at any time to ensure compliance

with this AUP, the Shopware General Terms and Conditions, or any other agreement governing your use of the Services. If Shopware believes any of these contractual provisions have been violated, it reserves the right to block your Account or, if justified, take further legal action. The violation of the AUP gives us the right to terminate the Agreement with you immediately.

Using our CE, we reserve the right to sever the connection to the Shopware Store and to take legal action.

We may modify this AUP by posting a revised version on our website. By continuing to use the Services after a revised version is posted, you agree to comply with the latest version of the AUP.

If you believe a user has violated this AUP or if you have reasonable suspicion of serious matters, you can report these [here](#).

### **Conclusion**

At Shopware, we believe in creating an environment that fosters sustainable growth and outstanding shopping experiences. By adhering to this Acceptable Use Policy, you contribute to an open, authentic, and visionary community.

Thank you for being a part of the Shopware community.

**Last Updated: 20. January, 2025**