

Acceptable Use Policy

Effective date: October 19, 2026 · Last updated: October 19, 2026

This Acceptable Use Policy describes what is and is not permitted when using the ExhibitHub platform. It is incorporated into the ExhibitHub Terms of Service, and applies to every organization using the Service and to every user they grant access to.

Customers are responsible for their users' compliance with this policy, including any external collaborators they invite into a workspace.

1. General principle

Use the Service for its intended purpose — planning, executing, and measuring trade show and conference participation — lawfully, and without harming others, the Service, or other customers.

2. Prohibited activity

You may not, and may not permit anyone else to:

Break the law. Use the Service for any unlawful purpose, or in violation of any applicable law or regulation, including export control, sanctions, privacy, and anti-spam laws.

Infringe rights. Upload, store, or distribute content that infringes another party's intellectual property rights, or that violates another person's privacy or publicity rights.

Harm people. Use the Service to harass, threaten, defame, or discriminate against any person, or to distribute content that is unlawful, abusive, or intended to intimidate.

Compromise security. Attempt to gain unauthorized access to any part of the Service, another customer's workspace, or any account, system, or network; circumvent or attempt to defeat authentication, access controls, usage limits, or plan entitlements; or probe, scan, or test the security of the Service without our prior written authorization.

Introduce malicious code. Upload or transmit viruses, worms, malware, or any code designed to disrupt, damage, or gain unauthorized access to any system.

Interfere with the Service. Take any action that imposes an unreasonable load on the Service, interferes with its normal operation, or degrades it for other customers, including denial-of-service activity and automated request volumes beyond documented limits.

Scrape or extract. Use automated means to access, extract, or copy data from the Service other than through interfaces we provide for that purpose.

Misuse the global event database. Extract, copy, or export content from our global event database other than through interfaces we provide and in volumes consistent with managing your own exhibit program; redistribute, resell, license, or publish that content; make it available to anyone other than your authorized users; use it to build, train, populate, or improve any competing database, product, or service; or remove or obscure any source attribution or provenance indicator displayed with it.

Misuse business contacts. Use business contact information from our global event database for any purpose other than planning and executing your exhibit program, including communicating with the people concerned in their professional capacity; use it for unrelated marketing or outreach; or use it in violation of applicable privacy or anti-spam law.

Share links you are not permitted to share. Provide the Service with a URL to material you are not permitted to share, or that is subject to a confidentiality obligation, a login requirement, or another access restriction.

Misuse access. Share credentials between individuals, permit access by anyone other than the user to whom it was granted, or use the Service on behalf of a third party as a service bureau.

Reverse engineer. Copy, modify, decompile, disassemble, or reverse engineer the Service, or attempt to derive its source code, except where that restriction is unenforceable under applicable law.

Compete unfairly. Access or use the Service if you are, or are acting on behalf of, a direct competitor of ExhibitHub, except with our prior written consent; or access the Service to build a competing product or service, or to publish a benchmark or comparison of it, without our written consent.

Send spam. Use invitations, notifications, messaging, or other features of the Service to send unsolicited, bulk, or deceptive communications, or to invite people who have no connection to your use of the Service.

Misrepresent. Impersonate another person or organization, or misrepresent your affiliation, in connection with the Service.

3. Restricted content

The Service is designed for trade show and event program information. You must not upload the following to the Service, including inside documents you submit:

- government-issued identification numbers, including Social Security, passport, and driver's license numbers;
- health or medical information;
- financial account numbers or full payment card numbers;
- biometric data;
- precise geolocation data about individuals;
- information about children under 16;
- classified or export-controlled technical data.

Documents used in event planning — receipts, invoices, and travel confirmations — sometimes contain details of this kind. Remove or redact them before uploading. You are responsible for what your users submit.

If you become aware that restricted information has been uploaded, delete it promptly. Where we become aware of it, we may remove it or ask you to. Repeated or deliberate use of the Service as a repository for these categories is a material violation of this policy.

4. AI features

The Service includes features that use artificial intelligence. When using them, you may not:

- attempt to extract, reconstruct, or reverse engineer any underlying model, prompt, or system instruction;
- use them to generate unlawful, deceptive, or harmful content;
- rely on AI-generated output without review where the output affects a person, a payment, or a legal or contractual obligation;
- submit content designed to cause a model to behave in a way that violates this policy or a model provider's terms.

5. Enforcement

Where we believe this policy has been violated, our response will be proportionate to the severity, the intent, and whether the issue is being addressed. Depending on the circumstances we may contact you to resolve it, require you to remove content or cease an activity, limit or suspend access in whole or in part, or terminate your subscription in accordance with the Terms of Service.

Where the risk permits, we will contact you before taking action and will limit any suspension in scope and duration to what the circumstances require. Where a violation creates a risk of imminent harm to the Service, to another customer, or to any person, or where the law requires it, we may act first and notify you afterwards.

6. Reporting

To report a suspected violation of this policy, or abuse of the Service, contact us at abuse@exhibithub.com.

To report a suspected security vulnerability, contact us at security@exhibithub.com. We will not pursue action against good-faith security research conducted in accordance with our disclosure guidance.

7. Changes

We may update this policy. Where a change is material, we will give notice in accordance with the Terms of Service before it takes effect.