

## **Acceptable Use / Platform Use Policy**

**Last Updated:** March 20, 2026

This Acceptable Use Policy (“Policy”) governs the use of The Giving Step platform and related services (the “Platform”). This Policy is incorporated by reference into the applicable service agreements including the Master Subscription Agreement and End User License Agreement.

Users of the Platform agree to use the Platform responsibly, lawfully, and in accordance with this Policy.

### **1. Permitted Use**

The Platform may be used by nonprofit organizations, supporters, and sponsors for legitimate charitable fundraising, engagement initiatives, and related activities.

Permitted activities include:

- Facilitating lawful charitable donations
- Supporting nonprofit fundraising campaigns
- Promoting wellness, community, or social impact initiatives
- Engaging donors and supporters in recurring giving programs
- Sponsoring nonprofit organizations
- Peer to peer gift matching

### **2. Prohibited Activities**

Users may not use the Platform to engage in activities that:

#### **Violate Laws or Regulations**

Including but not limited to:

- Fraudulent fundraising
- Misrepresentation of a nonprofit organization
- Violations of charitable solicitation laws
- Money laundering or financial fraud

#### **Mislead or Deceive Donors**

Users may not:

- Misrepresent how donations will be used
- Falsely claim affiliation with a nonprofit
- Provide inaccurate information about charitable impact

#### **Promote Harmful or Illegal Activities**

The Platform may not be used to promote or support activities that involve:

- Illegal activity
- Violence or threats of violence
- Terrorist organizations
- Hate groups or discriminatory causes

## **Abuse the Platform**

Users may not:

- Attempt to reverse engineer or exploit the Platform
- Circumvent platform fees or payment systems
- Use automated tools to manipulate donation activity
- Interfere with the operation or security of the Platform

## **3. Donation Integrity**

Organizations using the Platform agree to:

- Use donated funds for their represented charitable purpose
- Maintain compliance with applicable nonprofit regulations
- Provide accurate information about their organization and programs

Failure to comply may result in suspension or removal from the Platform.

## **4. Payment Processing Compliance**

All donations processed through the Platform are subject to the requirements of the payment processor used to facilitate transactions, including compliance with anti-fraud and anti-money laundering requirements.

Transactions may be reviewed or declined where fraud, misuse, or compliance concerns are identified.

## **5. Monitoring and Enforcement**

The Giving Step, LLC reserves the right to:

- Investigate potential violations of this Policy
- Suspend or terminate accounts engaged in prohibited conduct
- Remove campaigns that violate this Policy
- Report unlawful activity to appropriate authorities

## **6. Reporting Violations**

Users who believe the Platform is being misused may report concerns by contacting: [legal@thegivingstep.com](mailto:legal@thegivingstep.com)

## **7. Updates to this Policy**

This Policy may be updated periodically. Continued use of the Platform following updates constitutes acceptance of the revised Policy.