

# Volvo IT Acceptable Use Policy

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Global Security, Stefan Karlsson , +46 31 322 0774		
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## 1. Introduction

Volvo Information Technology, (“Volvo IT”), is a supplier of communication, hosting, operation and support solutions. Our objective is to be able to supply highly reliable and qualitative services to our customers. One part in achieving this is to protect the privacy and security of our clients and systems and to safeguard that we and others act in an ethical and overall responsible manner on the Internet.

In order to enhance the use of Internet and to protect the users and give them a clear understanding of what is expected of them. Volvo IT has established this Acceptable Use Policy (“AUP”). As a member of the Internet Community, Volvo IT clarifies through this AUP that it will not accept that Internet, its resources and users are disturbed by unwanted traffic from resources belonging to Volvo IT.

This AUP applies to all customers that use Volvo IT as their Internet Service Provider (“Volvo IT-Customers”) and supplements any agreements that such Volvo IT-Customers have with Volvo IT. In the event of a conflict between this AUP and such an agreement, the agreement shall govern. All Volvo IT-Customers shall have their own AUP and have it easily accessible for visitors on the Internet. Such Volvo IT-Customer AUPs may not be in conflict with the bearing principles laid down in this AUP.

## 2. Adherence to laws and cooperation with authorities

Volvo IT-Customers shall, when using Internet services supplied by Volvo IT, adhere to this AUP and the applicable laws in the relevant country where such use takes place.

Volvo IT will follow the rules and laws of the country where the Volvo IT-Customer is connected. Volvo IT has no intention to monitor communications on its systems. However, if violations of this AUP is brought to Volvo IT’s attention, Volvo IT reserves the right to take protective action as set out below and to cooperate with concerned authorities, which may include the disclosure of information relating to communications and traffic patterns.

## 3. Violations

The following constitute examples of violations of this AUP:

### 3.1. Illegal use

The services of Volvo IT may not be used for any illegal activities. It is not allowed to download, use or distribute pirated software.

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### **3.2. Sending or downloading information with unethical content**

It is not allowed to use e-mail for sending or any other way of transmission for sending or receiving any information which is racist, obscene, offensive, threatening; or which includes harm to minors, hoaxes, malicious code, unwanted advertising, material intended to disturb other's equipment, or which is sent in a way that includes breach of any person's rights, copyright, privacy or other rights. It is not allowed to impersonate other users, to distribute pornographic material, to upload, download or distribute child pornography or illegal software. It is not allowed to send or facilitate unsolicited commercial email or bulk emails or to mail bomb, i.e. to intentionally try to impede another person's use of e-mail services.

### **3.3. Probing**

It is not allowed to monitor without permission any network traffic irrespective of transmission media, monitor machine traffic, scan network resources for open ports, trying to find security deficiencies.

### **3.4. Forgery or impersonation**

It is not allowed to add, remove or modify identifying network header information for misleading purposes. It is not allowed to attempt to impersonate any person by using forged headers or other identifying information.

### **3.5. Fraudulent actions**

It is not allowed to use Volvo IT's resources to make fraudulent offers or to promote financial frauds, e.g. "Ponzi", or other pyramid schemes.

### **3.6. Logical access**

It is not allowed to use any resources not approved to you, to circumvent any security mechanisms, to explore any security deficiencies, to lend your identity or password to somebody else, to borrow somebody else's identity or password, to hide your real identity or pretend being somebody else, to use any authorisation to access resources outside normal assignments, to use privileged access for other than official duties or to use former privileges after transfer or termination. It is not allowed to prevent others from accessing an authorized service.

### **3.7. Internet Relay Chat**

It is not allowed to misuse IRC software to allow users to hide their identity, or to interfere with other systems or users.

### **3.8. Electronic forums**

It is not allowed to write unsolicited cross posting. It is not allowed to write postings in other's names or postings containing racist, obscene, pornographic, offensive or threatening information; or which includes harm to minors, hoaxes, malicious code, unwanted advertising or material intended to disturb other's equipment.

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### 3.9. Collection of personal data

It is not allowed to use Volvo IT's resources to distribute or collect personal information about third parties without their knowledge or consent.

### 3.10. Distribution of viruses

It is not allowed to produce or distribute malicious code that may cause damage to the communication network or to the software or hardware of others.

## 4. Violation consequences

In case of violation of this AUP, Volvo IT reserves the right to take the protective immediate action it considers appropriate **without prior notice**, including the suspension or termination of the violating Volvo IT-Customer's accounts or services. However, the ambition of Volvo IT is to first contact the relevant Volvo IT-Customer with a request for immediate remedial action.

- **There will be no credits or refunds** in connection with actions taken by Volvo IT as a consequence of violations of this AUP.
- **Volvo IT will not be liable to the other party for any loss or damage** of any kind regardless of the form of action taken by Volvo IT whether or not such loss or damage was foreseeable.
- **Customers violating** this AUP may also be subject to civil or criminal liability under applicable laws.

## 5. Security

Although computing and information technology providers are charged with preserving the integrity and security of resources, security sometimes can be breached through actions beyond their control. Volvo IT-Customers are therefore urged to take appropriate precautions such as safeguarding their account and password, taking full advantage security mechanisms, e.g. firewalls, backing up critical data and promptly reporting any misuse or violations of this AUP.

All Volvo IT-Customers are responsible for any misuse of their accounts, including taking appropriate precautions in order to prohibit unauthorised access to their accounts. This implies that all Volvo IT-Customers must:

- Keep their password secret and not share account access or password with others.
- Not try to obtain passwords belonging to somebody else.
- Comply with security directives from this and other security documents
- Not attempting to circumvent any security measure with e.g. probing the security or using tools intended for compromising security.
- Not trying to interfere with services of other users, hosts or networks.

## 6. Reporting

Every Volvo IT-Customer has an obligation to report suspected violations of this AUP. Reports should be directed to the nearest manager or to the mail-id found below.

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If possible include

- the IP address suspected to be used to commit violation
- the date and time of the suspected violation
- if possible, evidence to prove the suspected violation

To any reported violation, the response of Volvo IT could be one or more of the following actions (listed in no specific order):

- give a written or verbal warning
- make necessary changes to resolve or prevent the problem
- suspension or immediate termination of either customers' accounts or services
- take legal actions if the nature of the violation so requires
- charge the customer for administrative, preventing or other costs as a result of the violation.

## 7. Revisions

Volvo IT reserves the right to make changes in this AUP and other policies whenever needed. All Volvo IT-Customers will have a written notice thereof. If no written objection to the changes has reached Volvo IT within 30 days, the changes are considered as accepted by the Volvo IT-Customer.

## 8. References

Volvo Information Technology will comply with:

**RFC 1855** - Netiquette Guidelines

**RFC 3013** - Recommended Internet Service Provider Security Services and Procedures

**RFC 2119** - Key words for use in RFCs to Indicate Requirement Levels

**RFC 2142** - Mailbox Names for Common Services, Roles and Functions

Netiquette Guidelines can be found at: <http://www.faqs.org/rfcs/rfc1855.html>

("RFC" stands for "Request for Comments", for more information, see [www.rfc-editor.org/overview.html](http://www.rfc-editor.org/overview.html))

## 9. Contact information

If there are any questions regarding this AUP, please contact us at the address shown below: [aupquestion@volvo.com](mailto:aupquestion@volvo.com).

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