LEGAL

Acceptable Use Policy

Last updated: November 4, 2026

Changes effective: November 10, 2026

PollsLive is for honest polling, classroom and event engagement, and audience feedback. To keep it safe for everyone, this policy sets out what is not allowed and how we enforce it. It supplements our Terms and Conditions.

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1. Scope

This policy applies to all content created, published, or shared through PollsLive (poll questions and options, open-text responses, live session content, names, and any other material) and to all conduct on the platform, whether by registered creators or anonymous participants.

2. Prohibited Content & Conduct

You may not create, publish, host, or distribute content that:

- **Is illegal** or promotes, facilitates, or instructs others in illegal activity under applicable law.
- **Is sexual or obscene**, including pornography or sexually explicit material. **Child sexual abuse material (CSAM) is strictly forbidden** and is reported to the relevant authorities.
- **Is hateful or discriminatory**: attacks or dehumanises people based on race, ethnicity, national origin, religion, caste, sex, gender, sexual orientation, disability, or serious disease.
- **Harasses, bullies, threatens, or incites violence** against any person or group, or doxxes/exposes private information.
- **Is politically deceptive**: voter suppression, election misinformation, or impersonation of officials, candidates, or institutions.
- **Is deceptive or fraudulent**: scams, phishing, malware, or impersonation of others.
- **Infringes** intellectual property or privacy rights, or breaches confidentiality or applicable data-protection law.
- **Spams** or manipulates results, circumvents vote limits, or abuses the infrastructure.

3. Regulated & High-Risk Data

Participants answer in their own words, so what a poll asks for is your responsibility as its creator. This section supplements section 8 of our Terms and Conditions.

- **Never collect** payment card numbers or other cardholder data, passwords or account credentials, or government identity numbers through a poll, survey, quiz, or Q&A.
- **The Service is not built for regulated workloads.** It is not designed, hosted, or certified for protected health information or cardholder data, nor for any use where a failure or delay could lead to death, personal injury, or environmental harm. We are not a HIPAA Business Associate, and PollsLive is not a PCI-DSS environment.
- **Special-category questions need a lawful basis.** Questions that touch the special categories of personal data in Article 9 GDPR (political opinions, religious or philosophical beliefs, health, sexual orientation, racial or ethnic origin, trade-union membership, genetic or biometric data) are permitted only where you have a lawful basis for asking and have told your participants what you are collecting and why.

You are the controller of what you ask. Breaching this section breaches this policy and may lead to the enforcement steps in section 5.

Misuse is at your risk. Collecting data this section forbids is a material breach. You take sole responsibility for resulting claims and regulatory exposure, and our Terms require you to indemnify us for it to the maximum extent the law allows.

4. Artificial Intelligence

When you use Pulse AI or any other AI feature on PollsLive, you agree not to:

- **Misrepresent Output** as a wholly human-authored work, or as content that PollsLive has approved, vetted, or endorsed.
- **Use AI features for automated decisions** that produce legal or similarly significant effects on individuals (for example hiring, credit, or access to essential services).
- **Use AI features** for purposes that are illegal, discriminatory, harassing, bias-inducing, or otherwise harmful under applicable law or section 2 of this policy.

AI providers are listed on our Sub-processors page and remain subject to their own acceptable-use rules. A breach of this section is a breach of this policy.

5. Technical Abuse & Competition

You may not:

- **Scrape, crawl, or automate** access to the Service outside our documented API, or exceed published rate limits.
- **Reverse-engineer, decompile, or probe** the Service, or run load tests, vulnerability scans, or attacks against it without our prior written consent.
- **Use the Service, its APIs, or data obtained from it** to build, train, or operate a competing audience-engagement, live-polling, or survey product.
- **Publish performance or security benchmarks** of the Service without our prior written consent.
- **Upload or transmit** malware, harmful code, or anything designed to disrupt the Service or other users.

6. Reporting Abuse

Anyone can report a poll. Use the **"Report this poll"** link shown on every public poll page, or the Report abuse form, or email support@pollslive.com. A report about illegal content works best when it says where the content is, why you believe it is illegal, and gives your name and email (you may stay anonymous when reporting child sexual abuse material), with a statement that you believe the report is accurate. We confirm that we received it, decide on it promptly and carefully, and tell you what we decided if you gave us a way to reach you. Reports are confidential. For urgent threats to life, contact your local emergency services first.

7. Enforcement

We review reports and may remove or disable access to content that violates this policy or the law, and suspend or permanently ban the accounts responsible. Decisions consider severity, intent, and repeat behaviour. When we act, we tell the account holder, by email or in Studio, with a statement of reasons: what we restricted and for how long, the facts we relied on, the law or the section of this policy it breaches, whether automated means were used, and how to appeal. We hold that notice back only where the law requires it, or where sending it would put someone at risk or hinder the investigation of a crime. A banned account loses access to sign-in and its content is removed from public view. Suspension or termination under this policy does not entitle you to a refund of the current term, except where consumer law gives you one.

8. Government & Legal Requests

We comply with valid legal obligations. Where we receive a lawful order or a credible government request concerning illegal content, we may remove or restrict access to the relevant poll. We aim to limit any action to what the law requires.

9. Appeals

If you believe content or an account was actioned in error, reply to our decision or contact support@pollslive.com within six months, with the poll link and your explanation. Someone who was not involved in the original decision reviews it, free of charge, and we tell you the outcome and our reasons without undue delay. You can also take the decision to a certified out-of-court dispute settlement body or to a court.

10. Contact

Questions about this policy: use our contact form or email support@pollslive.com. We may update this policy; material changes are posted here with a revised date.