

Acceptable Use Policy

Last updated: 30 January 2026

Company name: 530AM Limited (trading as “Harpr”) (“we”, “us”, “our”)

Registered address: 8b Webber Street, Westmere, Auckland, 1022 , New Zealand

Service: Harpr Messaging Platform (“Service”)

General Contact: support@harpr.com

To report abuse: abuse@harpr.com

1. Purpose

This Acceptable Use Policy (“AUP”) sets out the rules and standards that all users of Harpr must follow to ensure the Service remains safe, lawful, and respectful.

By using Harpr, you agree to comply with this AUP. Violation of this policy may result in content removal, account suspension, or termination as outlined in the **Terms of Service**.

2. General Principles

You must:

- Use the Service **only for lawful purposes**.
- Treat all users with **respect and fairness**.
- Ensure that any content or communications you send are appropriate, accurate, and do not harm others.
- Follow all applicable laws, including those related to privacy, intellectual property, and electronic communications.

3. Prohibited Conduct

You must **not** use Harpr to:

a. Illegal or Unlawful Activity

- Break or encourage others to break any law or regulation.
- Facilitate or promote illegal acts, including fraud, hacking, or unauthorised access to networks or data.
- Share or distribute illegal materials or substances.

b. Harassment and Abuse

- Harass, threaten, bully, or abuse any person or group.
- Share or transmit hateful, discriminatory, or violent content.
- Engage in stalking, intimidation, or doxxing (publishing private information about others).

c. Spam and Unsolicited Communications

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- Send unsolicited or bulk messages (“spam”).
- Use the Service to advertise products or services without consent.
- Employ bots, scripts, or automation to contact users or flood the platform.

d. Harmful or Offensive Content

- Post, upload, or transmit content that is obscene, defamatory, or pornographic.
- Distribute material that depicts or promotes child exploitation, sexual violence, or extreme acts.
- Use language or imagery that incites hatred or discrimination based on race, gender, sexuality, religion, or disability.

e. Impersonation and Misrepresentation

- Impersonate another person, business, or organisation.
- Mislead others about your identity, affiliation, or the origin of your content.
- Create multiple or fake accounts to manipulate engagement or evade moderation.

f. Security and Platform Integrity

- Attempt to access accounts, systems, or data without permission.
- Probe, scan, or test the vulnerability of Harpr or related infrastructure.
- Introduce malware, viruses, or harmful code.
- Reverse-engineer, copy, or modify any part of the Service.

g. Intellectual Property Infringement

- Share or distribute content that infringes another person’s copyrights, trademarks, or other intellectual property rights.
- Use Harpr to unlawfully download, copy, or distribute copyrighted materials.

4. User Content Responsibility

You are solely responsible for the messages, files, or media you send through Harpr. We do not pre-screen content but reserve the right to review, remove, or restrict content that violates this policy or applicable law.

5. Reporting Violations

If you encounter content or behaviour that violates this AUP, please report it to us at abuse@harpr.co.nz.

We will review all reports promptly and take appropriate action, which may include:

- Warning the user;
- Restricting or suspending their account;
- Removing offending content;
- Reporting to law enforcement where required.

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6. Enforcement and Consequences

Violations of this AUP may result in:

- Temporary or permanent account suspension;
- Deletion of infringing content;
- Termination of access to the Service;
- Legal action where applicable.

We may also cooperate with law enforcement or regulators if unlawful activity is suspected.

7. Monitoring and Moderation

Harpr is not routinely monitor private messages but may review content when:

- Required by law;
- Necessary to investigate abuse or security threats;
- Reported by users under this AUP.

We aim to balance user privacy with the need to maintain a safe environment.

8. Updates to This Policy

We may update this Acceptable Use Policy from time to time to reflect changes in our practices, laws, or community standards.

Updated versions will be published on our website and app, with the “last updated” date revised. Continued use of Harpr after updates constitutes acceptance of the new policy.

9. Contact Us

For questions or reports related to this AUP, contact:

Harpr – Abuse and Safety Team

530AM Limited (trading as Harpr)

Email: abuse@harpr.com