

Document Cloud Product Specific Terms of Use

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These Product Specific Terms govern your use of Document Cloud and are incorporated by reference into the Adobe General Terms of Use ("**General Terms**") located at www.adobe.com/go/terms. These Product Specific Terms and the General Terms are collectively referred to as "**Terms**." Capitalized terms not defined here have the same meaning as defined in the General Terms. References to "**Services**" in these Product Specific Terms are to the Document Cloud services. "**End User**" means any individual or company that receives, reviews, accepts, signs, approves, transmits, delegates action to a third party, or otherwise interacts with the Services. In the event of a conflict between the General Terms and these Product Specific Terms, these Product Specific Terms shall govern.

1. Term and Termination.

1.1 These Product Specific Terms will apply until terminated by either you or us, as set forth in the Terms. In addition to our termination rights as specified in the General Terms, we may terminate these Product Specific Terms if we determine in our sole discretion that your Services account is being used by any unauthorized third parties.

1.2 In addition to the "Survival" provisions of the General Terms, provisions regarding term and termination, service-specific terms, security, and your obligations with respect to personal information of end users will survive any expiration or termination of the Terms.

2. Personal Information of End Users.

2.1 **Your Responsibilities.** As between us and you, you are solely responsible for all personal information of End Users used and submitted in connection with the Services. You must:

(A) comply with all data protection and privacy laws and regulations applicable to personal information of End Users, including obtaining and maintaining consent, where required; and

(B) defend, indemnify, and hold us harmless from any claim, suit or proceeding brought against us by a third party or an End User in connection with any acts or omissions with regards to personal information of End Users.

2.2 **Sensitive Personal Information of End Users.** The Sensitive Personal Information section of the General Terms does not apply to the contents of files you upload to, or process with, the Services. In connection with your use of the Services:

(A) You are solely responsible for compliance with any applicable privacy laws and regulations governing the processing of Sensitive Personal Information. We may, as your service provider, provide some functionality within the Services to help you comply with requirements, but you are responsible for implementing compliant functionality;

(B) You are solely responsible for compliance with the Children's Online Privacy Protection Act of 1998, if applicable, including not collecting information from children under the age of thirteen without first obtaining parental consent;

(C) You must not collect, process, or store any protected health information, electronic or otherwise, pursuant to the Health Insurance Portability and Accountability Act and the Health Information Technology for Economic and Clinical Health; and

(D) You are solely responsible for compliance with the Payment Card Industry Data Security Standard ("PCI DSS"), if applicable. PCI DSS prohibits using the Services to store Sensitive Authentication Data, including Card Verification Code or Value after authorization, even if encrypted. Capitalized terms in this section are defined in the PCI DSS.

3. **Promotional Programs.** This section 3 (Promotional Programs) applies to you only if we have granted you special access privileges to the Services under a special program (each, a "**Promotional Program**"). Your right to use the Services under a Promotional Program will terminate immediately upon expiration of the limited time period specified in that Promotional Program. In addition, we reserve the right to discontinue or suspend any Promotional Program or your use of the Services under a Promotional Program at any time for any or no reason. Your rights and the rights of End Users to access Content submitted to your account and processed by the Services under a Promotional Program may terminate immediately upon termination of your use of the Services.

4. Service-Specific Terms. The terms in this section 4 (“**Service-Specific Terms**”) apply only to the specific offerings set forth below. In the event of a conflict between Service-Specific Terms and these Product Specific Terms, the Service-Specific Terms will govern.

4.1 Send. When you send a file using Adobe Send, the file will be automatically uploaded to Adobe’s server, and we will notify your End Users when the file is ready for access and/or download. Your recipients can access or download your file by clicking on a link within the email we send to your recipients. We may collect information regarding the receipt and use by a recipient of an Adobe Send file, and we may share that information with you. It is your sole responsibility to notify End Users of the collection and sharing of that information.

4.2 Adobe Review Service. When you share a file using Adobe review service, the file will be automatically uploaded to Adobe’s server, and your End Users will be notified when the file is ready for access and download. Your End Users can access and download the file by clicking on a link within the email we send to your End Users and entering the review service. We may collect and store Content and other information from End Users in connection with their use of the review service, and we may share that information with you and other End Users. It is your sole responsibility to notify End Users of the collection and sharing of that information.

4.3 Acrobat Sign. Certain capabilities within the Services may leverage the separate Adobe Acrobat Sign service offering. These capabilities may be identified as “powered by Adobe Acrobat Sign.” When you send files using these capabilities within the Services, your recipients may receive those files through Acrobat Sign. However, although Adobe may use Acrobat Sign to facilitate and provide these capabilities within the Services, your Services entitlement does not include any direct access to, or use of, Acrobat Sign. Acrobat Sign must be purchased separately and is governed by its own terms.

4.4 Digital Certificates. The Services may include technology that allows you to apply digital signatures to PDF documents through the use of digital certificates. The Services also apply a certification signature to PDF documents as a proof of their integrity and origin through the use of digital certificates owned by Adobe. You may not access, attempt to access, circumvent, control, disable, tamper with, remove, use, or distribute such certificates or their corresponding encryption keys for any purpose.

4.5 Templates. The Services may include features that allow you to create legal documents, including legal documents based on pre-existing templates. These features, and all documents you create with these features, are provided on an AS-IS basis without any promise of quality or fitness for your purpose or use in any particular jurisdiction. Adobe and its service providers do not provide legal services. No attorney-client relationship is created. Consult a lawyer with questions about documents generated with these features. Documents created by your use of these features may be used solely for personal or business use and may not be re-published as template documents or for commercial gain.

5. Security.

5.1 Your Responsibilities. You are responsible for configuring and using the security features of the Services to meet your obligations to End Users under applicable privacy, security, and data protection laws and regulations. You are responsible for the security of files that are emailed to End Users from the Services, downloaded from the Services, or which are transferred to a non-Adobe system via an integration feature of the Services. We are not liable for damages arising out of unauthorized access to your account or your Content if you fail to follow secure password composition, management, and protection practices for your account. We will maintain commercially reasonable administrative, physical, and technical safeguards to help protect the security, confidentiality, and integrity of your Content that is under our direct control within the Services.

5.2 Compliance Certifications. The compliance certifications for the Services can be found at <https://www.adobe.com/trust/compliance/compliance-list.html> or its successor website. If your Content is required to be processed or stored in accordance with the requirements of specific compliance certifications, standards, or regulations, you may only use the Services to process or store that Content if the required compliance certifications, standards, or regulations are listed at the website above. For the listed compliance certifications, standards, or regulations, the Services can be used in a way that assists you in meeting your legal obligations, including without limitation as it relates to the use of service providers. You are solely responsible for (a) verifying that the Services meet all requirements applicable to your Content and (b) complying with any legal obligations applicable to your Content.

6. Miscellaneous.

6.1 **Regional Service Limitations.** Unless use in a Restricted Country is specifically authorized by Adobe, you are not permitted to use the Services in any Restricted Country. “**Restricted Country**” means mainland China, Russia, and any other country where access or usage is restricted by local laws.

6.2 **Throttling.** You agree to work with Adobe to create a plan to manage any spikes in demand for system resources driven by your use (“**Spikes**”). In the absence of such collaboration, you agree that Adobe may throttle or otherwise queue your Services-related transactions to manage any Spikes.

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