

Frame.io Product Specific Terms

Effective as of March 19, 2025.

These Product Specific Terms govern your use of Frame.io products and services (“**Frame**”) 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 collectively referred to as “**Terms**”). Capitalized terms not defined here have the same meaning as defined in the General Terms. In the event of a conflict between the General Terms and these Product Specific Terms, these Product Specific Terms shall govern.

1. **Sensitive Personal Information.** In connection with your use of Frame, you may provide Sensitive Personal Information to us within your Content that you upload to Frame (as distinct from information provided for purposes of account creation); provided, however, that: (A) you have obtained all necessary consents to do so; (B) the provision of such Sensitive Personal Information does not itself subject us or any of our Affiliates to the requirements of the Gramm-Leach-Bliley Act of 1999 or the Health Insurance and Portability Act of 1996 (“HIPAA”), and (C) you shall in no event provide Sensitive Personal Information that constitutes Protected Health Information under HIPAA. Except for the purchase of Frame subscription plans, Customer shall not include credit card numbers or payment authentication data in any Customer Content.
2. **Support.** Support for Frame shall be provided for only within the Admin Console and via support@frame.io. The support terms and conditions at: <https://helpx.adobe.com/support/programs/support-policies-terms-conditions.html> shall not apply to Frame.