

# Neo4j Acceptable Use Policy

Last Updated: February 10, 2025

Use of Neo4j offerings, including the Aura software-as-a-service cloud offering (“Service”), is subject to this Neo4j Acceptable Use Policy (“AUP”). The AUP sets forth certain restrictions on accessing and using the Service. The restrictions set forth in this AUP are not exhaustive.

Unless otherwise indicated, capitalized terms used but not defined have the meanings set forth in the applicable agreements between Customer and Neo4j governing Customer’s use of Neo4j offerings (the “Agreement”). If not defined in the Agreement, in the Neo4j Self-Serve Terms of Service located at <https://legal.neo4j.com/>. Notwithstanding anything to the contrary in the Agreement, in the event of any conflict between the Agreement and this AUP, this AUP shall govern.

Customer may not use the Service:

1. to store, transmit, or make available (a) content that is infringing, libelous, unlawful, tortious, or in violation of third-party rights, (b) content or technology that harms, interferes with, or limits the normal operation of the Services, including monitoring traffic or data, or (c) viruses, malware, or other malicious code;
2. (a) in a way intended to avoid incurring fees or exceeding usage limits or quotas; or (b) to disable or circumvent any security, billing, or monitoring mechanisms used by the Service;
3. for illegal, threatening, or offensive uses, or for similarly objectionable purposes, such as propagating hate or violence or causing harm to others or to Neo4j;
4. to transact in, or facilitate activities related to, misappropriating another individual’s identity, including, but not limited to, improperly obtained credit card information and/or account credentials;
5. to attempt to gain unauthorized access to any Service or any related systems, including those of Neo4j’s subcontractors and other customers or users;

6. to permit direct or indirect access to or use of any Service in a way that violates the Agreement or use any Service to access or use any intellectual property in or related to the Service except as permitted under the Agreement;
7. to copy the Service, or any part, feature, function or user interface thereof except as expressly allowed for Client Software under the Agreement; or
8. in order to benchmark the Service or to build similar or competitive products or services

Any violation of this AUP may result in the suspension or termination of your access to and use of the Service. If Customer becomes aware of any use or content that is in violation of the AUP, Customer agrees to promptly remedy such use or content. If you fail to do so, Neo4j or its providers may suspend or disable access to the Service (including your data) until Customer complies.