

Rules and Conventions on User Management of ZStack Cloud

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We have formulated the following rules and conventions (hereafter referred to as "Rules") governing your registration of an account and use of ZStack Cloud's web pages (hereafter referred to as "Website", including the pages such as zstack.io, docs.zstack.io, zstack-cloud.com, docs.zstack-cloud.com and its subpages with information, as well as the pages for submitting information such as "Registration", "Download", "Inquiry", etc.) operated by Shanghai Yunzhou Technology Co., Ltd. and its affiliates (hereafter referred to as "ZStack Cloud", "we", "us" or "our"). We kindly ask you to carefully read and comply with these rules to collectively foster a civilized online environment.

Article 1 During the registration, use of account information, and use of the services provided on this Website, you shall comply with laws and regulations, follow public order and good morals and socialist core values, be honest and credible, respect social morality and ethical ethics, and may not harm national security, social public interests or others' legitimate rights and interests, and maintain a good network ecology. Account information refers to the information registered and used by you, authentication information, and other information used to identify the user account.

Article 2 In the process of registration and use of account information by individual users, where the account information contains occupational details, it shall be consistent with the individual's actual occupation information.

Article 3 The account information registered and used by an institutional user shall be consistent with the name and logo of the institution, and shall correspond with the nature, business scope and the type of industry to which the institution belongs.

Article 4 The account information registered or used by you shall not fall under any of the following circumstances:

- a) Violation of the requirements of applicable laws and regulations;
- b) counterfeiting, imitating or fabricating the names, logos, etc. of political parties, Party, government or army organs, enterprises, public institutions, people's organizations and social organizations;
- c) counterfeiting, imitating or fabricating the names or marks, etc. of countries (regions) or international organizations;
- d) counterfeiting, imitating or fabricating the names and logos of news websites, newspapers and magazines, radio and television broadcasters, news agencies and other news media, or the unauthorized use of names and logos with news attributes, such as "news" or "report";
- e) counterfeiting, imitating or maliciously associating the geographical names or marks of the important spaces such as the administrative region, the location of the institution and landmark buildings of any country;
- f) intentionally inserting QR codes, website, email addresses, contact information, etc., or using

homophonic, harmonic, or similar words, numbers, symbols and letters, etc., for the purpose of harming the public interest or obtaining undue benefits, etc;

- g) containing contents that may deceive the public or cause misunderstanding such as misrepresentation and exaggeration;
- h) containing other contents prohibited by laws, administrative regulations and relevant state regulations.

Article 5 You may not, during the course of using the service in the Website, produce, reproduce, or release illegal information with the following contents:

- a) opposing the basic principles determined by the Constitution;
- b) endangering state security, divulging state secrets, subverting state power or damaging state unity;
- c) harming the honor or interests of the Country;
- d) distorting, vilifying, desecrating or denying the deeds or spirit of heroes and martyrs, or infringing upon the names, portraits, fame or honors of heroes and martyrs in an insulting or defamatory way or otherwise.
- e) promoting terrorism or extremism, or inciting the implementation of terrorist activities and extremism;
- f) inciting ethnic hatred or discrimination, or undermining ethnic unity;
- g) sabotaging national religious policies, or propagating heretical teachings or feudal superstitions;
- h) spreading rumors and disturbing economic and social order;
- i) disseminating obscenity, pornography, gambling, violence, homicide, terror or instigate crimes;
- j) insulting or defaming others or infringing upon the reputation, privacy and other legitimate rights and interests of others;
- k) Other contents prohibited by laws and administrative regulations.

Article 6 In the course of using the services of this Website, you shall not produce, reproduce, or release any undesirable information containing the following contents:

- a) using an exaggerated title, with the content seriously inconsistent with the title;
- b) speculating in gossip, scandal or notoriety, etc.;
- c) improper comment on natural disasters, major accidents or other disasters; or
- d) containing sexual cues, sexual teasing or other contents that easily lead people to sexual associations;
- e) depicting blood, thriller or cruelty, etc. which cause discomfort to people both physically and mentally;
- f) instigating crowd discrimination or regional discrimination, etc.;
- g) promoting vulgarity, vulgarity, or kitschy content;
- h) may causing minors to imitate unsafe behaviors and violate social morality, or inducing bad habits in minors;
- i) other contents that adversely affect the network ecology.

Article 7 In the course of using the services of this Website, you shall not engage in the following behaviors:

- a) Produce, copy, publish, and disseminate information related to online violence;
- b) Using online violence incidents to carry out marketing hype such as hype, promotion, and traffic diversion, or organizing the production, copying, publishing, and dissemination of online violence information through batch registration or manipulation of user accounts;
- c) Knowingly providing data, technology, traffic, funds, and other support and assistance to others engaged in illegal and criminal activities involving online violence;
- d) Create, copy, publish, and disseminate online violence information in sections, entries, hyperlinks, groups, etc., and create forum communities and group accounts containing online violence information through anonymous submissions, remote shouting, and other methods.

Article 8 In the course of using the services of this Website, you shall not commit such illegal acts as insulting, defaming, threatening, spreading rumors, and infringing on other people's privacy. You shall not produce, reproduce, or release counterfeit information that confuses the identity of the enterprise subject, misleading information that affects the public's fair judgment, rumors that does not conform to the objective reality of the enterprise, insulting information that degrades and vilifies the enterprise or the entrepreneur, leaking information that infringes upon the privacy of the entrepreneur, and other information that maliciously interferes with the normal operation and development of the enterprise, or harms the lawful rights and interests of other people and other enterprise subjects. If you find any of the above information in violation of laws and regulations and harmful information in the process of your use of the services on this Website, you may file a complaint or report through the provided channels.

Article 9 If this Website provide ASK AI, AI Q&A, intelligent assistant, or similar features based on artificial intelligence models, you shall not engage in any of the following acts when using such features:

- a) inducing, requesting, or attempting to obtain system prompts, developer instructions, model configurations, model gateways, API Keys, Access Keys, Secret Keys, Bearer Tokens, Headers, internal paths, internal APIs, non-public documents, or other non-public information;
- b) requiring the AI Q&A Features to act as a model proxy, API proxy, crawler, vulnerability scanner, command executor, or requiring them to access arbitrary URLs, execute code, run scripts, call real business APIs, bypass login, authentication, rate limiting, auditing, or other security policies;
- c) submitting, uploading, or pasting account passwords, keys, tokens, production logs, sensitive personal information, another person's personal information, trade secrets, information subject to confidentiality obligations, or other information that is not suitable for processing by the AI Q&A Features;
- d) interfering with the normal use of the AI Q&A Features, model services, website systems, or other users through prompt injection, unauthorized queries, batch requests, automated traffic, maliciously constructed inputs, or similar methods;
- e) using AI Q&A outputs to produce, reproduce, publish, or disseminate illegal or non-compliant information, undesirable information, infringing information, misleading information, or using AI Q&A outputs for attacks, intrusions, bypassing security controls, or other illegal or non-compliant purposes.

Article 10 If you discover any illegal or inappropriate information during the use of our platform

services, you can file a complaint or report to us through the methods provided by our platform.

Article 11 If we find that you have violated the provisions of the Rules in the process of verifying the registration information submitted by you or the account information to be changed, we have the right not to pass your registration request or request for change of account information.

Article 12 When you apply for registration of relevant account information, we have the right to request to verify your real identity information based on your mobile phone number, ID card number, or unified social credit code. If you fail to provide authentic identity information or engage in false registration by impersonating organizational or individual identities, we reserve the right not to provide relevant services to you.

Article 13 If your account information contains the contents of "China", "Chinese", "The Central Committee", "National", "State", etc., or contains the symbols and signs of the Party and the State such as the Party flag, the Party emblem, the National flag, the National Anthem and the National Emblem, we will conduct the verification strictly in accordance with the laws, administrative regulations and relevant provisions of the State.

Article 14 We will take measures to periodically verify existing account information. If we find that your account information does not comply with the requirements of laws, administrative regulations, rules, or the Rules, we will temporarily suspend the provision of services to you and notify you to make correction within a specified time limit. If you refuse to make correction, we reserve the right to terminate providing services to you.

Article 15 We have the right to establish an internet user account credit management system, in which your account information and relevant credit rating will be considered as important indicators for account credit management and services provided to you will be based on this evaluation.

Article 16 If you engage in activities that violate laws, administrative regulations, rules, or the Rules during your registration, use of account information, and your use of services on this Website, we will take measures such as dynamically verifying real identity information for accounts exhibiting abnormal behavior, issuing pop-up prompts, issuing warnings, requiring corrections within a specified time limit, , limiting service access, restricting account functions, suspending account usage, closing the account, blacklisting violators, and prohibiting re-registration. We will promptly remove illegal content, keep relevant records and promptly report them to the cyberspace administration and other relevant competent authorities in accordance.

Article 17 If you provide false information or engage in any other acts that violate the Rules, the Site Terms of ZStack Cloud, the Privacy Policy of ZStack Cloud, or other agreements/rules/policies published by us during the registration and use of your account information, we shall have the right to close your registered account.

Article 18 Please be assured that we will protect and process the personal information in the internet

users' account information in accordance with the law, and take measures to prevent unauthorized visit and the leakage, alteration, and loss of personal information.

Article 19 If you have any questions about the Rules, encounter any issues in the process of using the Website, or wish to file a complaint or report, please contact us at our customer service hotline at 86-400-962-2212.

Appendix: link to historical version

<https://cdn.zstack.io/webSiteResource/Rules%20and%20Conventions%20on%20User%20Management%20of%20ZStack%20Cloud.pdf>

https://cdn.zstack.io/webSiteResource/Rules%20and%20Conventions%20on%20User%20Management%20of%20ZStack%20Cloud_20250409.pdf

https://cdn.zstack.io/webSiteResource/law/EN/ZStackCloudUserRules_20260526.pdf