
Customer Appropriate Usage Statement

Version 1.4

A newer version is available [here](#)

Introduction

Ex Libris provides cloud services for customers using Ex Libris products. Ensuring the security of cloud services is a high priority for Ex Libris. In order to provide secured solutions that help ensure a high level of global security protection of the cloud infrastructure, Ex Libris requires customer cooperation.

Scope

This policy is intended for Ex Libris customers with access rights to Ex Libris Cloud infrastructures.

Inappropriate Usage

- The Customer agrees to use commercially appropriate efforts to prevent unauthorized access to and use of programs and licensor data and will notify Ex Libris as soon as possible of any unauthorized access or use.
- The Customer agrees not to permit any end user or third-party to, (i) make available in any way for the use or benefit of any unauthorized party, the programs, licensor data, related materials, or other proprietary information received from Ex Libris, in whole or in part, unless Ex Libris so consents in writing; (ii) reverse engineer, decompile, or disassemble the programs or any components thereof except as permitted by law; (iii) violate or abuse the password protections governing access to and use of programs; (iv) copy, modify, create derivative works from, download, distribute, or store all or any substantial portion of the licensor data; (v) remove, deface, obscure, or alter Ex Libris' or any third-party's copyright notices, trademarks, or other proprietary rights notices affixed to or provided as part of the programs and/or licensor data; (vi) use any robot, spider, scraper, or other automated means to access the programs or licensor data for any purpose without Ex Libris' written consent; (vii) use or display program logos differing from Ex Libris' own without Ex Libris' prior approval.
- The Customer will not use his administration privilege to: (i) perform penetration tests, audit Ex Libris programs and/or services, or run any other similar security software; (ii) attempt to access any program, resource, service or system not included in the Scope of the Agreement. In case of shared environments, the customer will access his own data and configurations for management purposes only.
- The Customer will maintain the confidentiality of any information received by Ex Libris in connection with Ex Libris programs and/or services, including, but not limited to, product configurations and network diagrams and will not disclose such information or use it for any purpose other than for the customer's own use of the service, as permitted in the Scope of the Agreement.

Appropriate Usage

The Customer may access the program and Ex Libris hosted servers and systems (the "Server" and the "System") on which Customer data is stored within the Program and/or the System for the purpose of utilizing Program functionalities and

for customizing Program access rights and privileges in accordance with the Customer's needs. The Customer may run third-party programs for the maintenance of the Servers and Systems on which Customer data resides, subject to Ex Libris prior written approval.

Record of Changes

Type of Information	Document Data
Document Title:	Customer Appropriate Usage Statement
Document Owner:	Tomer Shemesh - Ex Libris Chief Information Security Officer (CISO).
Approved by:	Eyal Alkalay – Ex Libris Sr. Director of Cloud Engineering
Issued:	Apr 28 ,2013
Reviewed & Revised:	Mar 22 ,2017

Revision Control

Version Number	Nature of Change	Date Approved
1.0	Initial version	Apr 28 ,2013
1.1	Updated – Tomer S	Apr 24 ,2014
1.2	Review and Update- Tomer S	Feb 4 ,2015
1.3	Review and Update- Tomer S	Apr 11 ,2016
1.4	Review and Update- Tomer S	Mar 22 ,2017

Document Distribution and Review

The document owner will distribute this document to all approvers when it is first created and as changes or updates are made. This document will be reviewed and updated annually or upon written request by an approver or stakeholder. Questions or feedback about this document can be directed to the owner or a listed approver