

Acceptable Use Policy

Last updated: December 5, 2025

1. Introduction

This Acceptable Use Policy ("AUP") outlines the rules and guidelines for using Companion Labs, operated by **AI LABZ LIMITED**. This policy is part of and supplements our Terms of Service. By using our Service, you agree to comply with this AUP.

We reserve the right to modify this policy at any time. Violations may result in warnings, content removal, account suspension, or permanent termination.

2. Zero Tolerance Content

Absolutely Prohibited - Immediate Termination

The following content is strictly prohibited and will result in immediate account termination and may be reported to law enforcement:

- **Child Sexual Abuse Material (CSAM):** Any sexual or suggestive content involving minors, including AI-generated content depicting minors
- **Non-Consensual Content:** Creating sexual content depicting real people without their consent
- **Terrorism & Extremism:** Content promoting terrorist activities, violent extremism, or recruitment
- **Human Trafficking:** Content facilitating or promoting human trafficking or exploitation
- **Doxxing:** Sharing private personal information of others without consent

3. Prohibited Content

The following types of content are prohibited on our platform:

Violence & Harm

- Realistic depictions of extreme violence, torture, or gore
- Content encouraging self-harm or suicide
- Threats of violence against individuals or groups
- Instructions for creating weapons or explosives

Illegal Activities

- Content promoting or facilitating illegal drug manufacturing or distribution
- Fraud, scams, or financial crimes
- Hacking, malware distribution, or cyber attacks
- Money laundering or illegal financial activities

Harassment & Hate

- Harassment, bullying, or targeted attacks against individuals
- Hate speech targeting protected groups based on race, ethnicity, religion, gender, sexual orientation, disability, or other protected characteristics
- Content promoting discrimination or dehumanization

Deception & Manipulation

- Creating characters to impersonate real people for deceptive purposes
- Spreading misinformation or disinformation
- Social engineering or manipulation tactics
- Fake reviews or testimonials

4. Character Creation Guidelines

When creating AI companions, users must follow these guidelines:

Real People

- Do not create characters based on real people without their explicit permission

- Public figures may not be recreated without permission, especially for sexual or derogatory content
- Any resemblance to real persons in AI-generated content is coincidental

Copyrighted Characters

- Do not recreate copyrighted characters from movies, TV shows, games, books, or other media
- Fan-fiction style interactions with copyrighted characters are not permitted
- Original characters inspired by (but not copying) existing works may be allowed

Age Requirements

- All characters must be depicted as adults (18+)
- Characters cannot be described as minors, children, or underage
- Characters with childlike appearances or behaviors are prohibited in NSFW contexts
- Age regression or de-aging scenarios that result in minor depictions are prohibited

5. Adult (NSFW) Content Guidelines

NSFW features are available to verified adult users (18+) who have opted in. Even with NSFW enabled, the following remains prohibited:

- Any content involving minors or characters depicted as minors
- Non-consensual scenarios presented approvingly or as entertainment
- Bestiality or zoophilia content
- Necrophilia content
- Extreme fetish content involving serious harm, mutilation, or death
- Content involving real people without consent

Consensual adult roleplay between clearly adult characters is permitted within NSFW-enabled accounts.

6. Community & Sharing Guidelines

When sharing characters publicly or interacting with community features:

- Clearly tag NSFW characters appropriately
- Do not share characters designed to shock, disturb, or harm others
- Respect other users and their creations
- Do not spam, advertise, or self-promote excessively
- Report violations rather than engaging with problematic users

7. Platform Abuse

The following behaviors constitute platform abuse:

- Attempting to circumvent content filters or safety measures
- Using the Service to generate spam or automated content at scale
- Creating multiple accounts to evade bans or restrictions
- Exploiting bugs or vulnerabilities (please report these instead)
- Scraping, data mining, or automated access without permission
- Attempting to reverse engineer AI models or systems
- Interfering with other users' experience or the Service's operation
- Using VPNs or other tools specifically to evade geographic restrictions

8. Reporting Violations

If you encounter content or behavior that violates this policy, please report it immediately. Reports can be submitted through:

- In-app reporting features (when available)
- Email: abuse@companion-labs.com

Please include as much detail as possible, including usernames, character names, screenshots, and descriptions of the violation. All reports are reviewed and investigated.

9. Enforcement Actions

Violations of this AUP may result in:

- **Warning:** First-time minor violations may receive a warning

- **Content Removal:** Violating content may be removed without notice
- **Feature Restrictions:** Access to certain features may be limited
- **Temporary Suspension:** Account access may be temporarily suspended
- **Permanent Termination:** Severe or repeated violations result in permanent ban
- **Legal Action:** Illegal activities may be reported to law enforcement

Note: We reserve the right to take any enforcement action at our sole discretion, without prior warning. Terminated accounts forfeit all credits and access without refund.

10. Appeals

If you believe your account was suspended or terminated in error, you may appeal by contacting us at appeals@companion-labs.com. Include your username and a detailed explanation of why you believe the action was incorrect.

Appeals are reviewed within 7-14 business days. Our decision on appeals is final.

11. Contact Information

For questions about this Acceptable Use Policy:

AI LABZ LIMITED

General: support@companion-labs.com

Abuse Reports: abuse@companion-labs.com

Appeals: appeals@companion-labs.com

This Acceptable Use Policy is part of our [Terms of Service](#). Please also review our [Privacy Policy](#) and [DMCA Policy](#).