

Acceptable Use Policy

StreamZilla, version 2027.1 · Part of the agreement with the customer

1. Purpose and scope

This Acceptable Use Policy ("AUP") sets out what is and is not allowed when using the video services, the platform and the infrastructure of StreamZilla, a service of Jet-Stream Services B.V. ("StreamZilla", "we"). The AUP forms part of the agreement between StreamZilla and the customer and applies alongside the Supplementary Terms, the NLdigital Terms, any SLA and the Fair Use Policy (which governs the reasonable use of capacity; this AUP governs the nature of content and behaviour). The customer ensures that its end users and suppliers also comply with this AUP.

The principle is simple: what is not allowed under Dutch law is not allowed on our platform either. In addition, a few rules apply that protect the safety and integrity of the platform.

2. Prohibited content

It is prohibited to store, stream, publish or otherwise distribute via StreamZilla's services any content that:

- **infringes intellectual property rights:** offering films, series, sports matches, music, TV channels or other works without the required licences or permission of the rights holders (including collective management organisations such as Buma/Stemra and Sena, where applicable);
- **contains child sexual abuse material**, or sexualises minors, in any form (a criminal offence under article 240b of the Dutch Criminal Code); zero tolerance and immediate reporting to the authorities apply;
- **is terrorist in nature:** distributing terrorist content, or inciting or glorifying terrorist offences (including under Regulation (EU) 2021/784);
- **incites hatred, violence or discrimination** against persons or groups (articles 137c to 137e of the Dutch Criminal Code), or is threatening, seditious or stalking in nature;
- **is unlawful towards persons:** defamation, slander, insult, doxing, covertly made recordings, or images distributed in breach of portrait rights or privacy rights (including non-consensual intimate images, article 139h of the Dutch Criminal Code);
- **is otherwise criminal or unlawful under Dutch law**, including content that incites criminal offences, offers illegal gambling without a licence, or breaches sanctions legislation;
- **is misleading or fraudulent:** phishing, scams, pyramid schemes, fake web shops or impersonating another person.

Content that is legal under Dutch law but may be sensitive (such as legal erotic content or violent images with news value) is only permitted after prior written agreement with StreamZilla, among other things because of age warnings and CDN conditions.

3. Prohibited behaviour and technical misuse

It is prohibited to:

- gain, or attempt to gain, unauthorised access to systems, accounts or data of StreamZilla, other customers or third parties (computer trespass, article 138ab of the Dutch Criminal Code), or to circumvent security measures;

- distribute malware, viruses or other harmful code, or use the platform for DDoS attacks, port scans or other network abuse;
- send spam or unsolicited bulk communications via, or with reference to, the services;
- resell, rent out or make the services available to third parties without StreamZilla's written consent, or share accounts, API keys and access tokens with third parties;
- circumvent technical restrictions, geo-restrictions, password protection, DRM or access controls on content, or enable end users to do so;
- disrupt the integrity or availability of the platform, including deliberately generating artificial traffic (for example view fraud);
- collect or process personal data of viewers or third parties in breach of the GDPR.

4. Responsibilities of the customer

- The customer is and remains fully responsible for all content offered via its account, including when it has been supplied by end users or third parties.
- The customer holds all necessary rights and licences before content is published, and can demonstrate these at StreamZilla's request.
- The customer keeps login details, API keys and tokens confidential and reports (suspected) misuse immediately via abuse@jet-stream.com.
- The customer uses age ratings and warnings where required under applicable legislation (including the Dutch Media Act, if it applies to the customer).
- The customer checks automatically generated subtitles and translations before relying on them in contexts where accuracy matters, such as accessibility obligations, medical or legal information.
- The customer cooperates with investigations into (alleged) misuse and with the execution of the notice and takedown procedure.

5. Enforcement

In the event of a (suspected) breach of this AUP, StreamZilla may, depending on the severity, take one or more of the following measures. Where reasonably possible this is done after prior warning, but in the case of serious breaches (criminal content, acute danger to the platform or third parties) it may also be done immediately and without prior notice:

- warn the customer and set a period within which the breach must end;
- make specific content or videos inaccessible (see the notice and takedown procedure);
- suspend the account or the service in whole or in part;
- terminate the agreement in accordance with the terms;
- file a police report and/or notify competent authorities, and cooperate with orders lawfully given;
- recover costs and damage resulting from the breach from the customer.

Suspension or termination because of a breach of this AUP does not give rise to any refund or compensation under an SLA.

6. Reporting misuse

Reports about content or misuse can be made via abuse@jet-stream.com, in accordance with StreamZilla's notice and takedown procedure as described in the Supplementary Terms.

7. Amendments

StreamZilla may amend this AUP, for example in the event of changes in legislation or regulations. Amendments will be announced at least thirty (30) days before they take effect, by email and in the management environment. This AUP is governed by Dutch law.

Version 2027.1, 25 September 2026.