

Acceptable Use Policy

Conduct required of every SkillShift+ user, and how breaches are handled

DRAFT FOR CANADIAN LEGAL REVIEW

This document has been prepared for review by a lawyer qualified in Ontario before publication or reliance. It is not legal advice and has not been settled by counsel. Statutory references are provided for the reviewer's convenience and must be verified against the legislation in force on the date of publication.

Platform	SkillShift+ (skillshift.ca)
Legal name of operator	Intelliedu Canada Inc. — confirmed against the Articles of Incorporation
Brand / trade name	"Intellidu" and "IntelliDu Education" are trade names used by Intelliedu Canada Inc. See the naming clause in each document.
Registered address	135 Hillcrest Avenue, Mississauga, Ontario, Canada L5B 4B1
Privacy Officer	Dr. Chandan Singh
Contact	info@skillshift.ca
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Table of contents

This table of contents is a live Microsoft Word field. If it appears blank, click anywhere in it and press F9 (or Ctrl+A then F9) to generate the entries and page numbers.

1. Purpose

LEGAL NAME AND TRADE NAME

The operator of SkillShift+ is **Intelliedu Canada Inc.**, which is the legal name of the corporation as recorded in its Articles of Incorporation. That is the name that binds the company in this document.

"Intellidu" and "IntelliDu Education" are trade names — brand names used on the website and in marketing material. They refer to the same corporation and to no other entity. A reference in this document to Intellidu, IntelliDu Education or SkillShift+ is a reference to Intelliedu Canada Inc.

Where this document, a contract, an invoice, a receipt, a payment record or a formal notice needs to identify the company, **the legal name Intelliedu Canada Inc. is used**, whether or not a trade name appears alongside it.

This Acceptable Use Policy ("AUP") sets out the conduct required of everyone who uses **SkillShift+**, operated by **Intelliedu Canada Inc.** It exists to protect the integrity of our assessments, certificates and Skill Passport scores, the security of the Platform, and the safety and privacy of our users.

This AUP forms part of the SkillShift+ Terms of Use. **A breach of this AUP is a breach of those Terms** and may lead to the consequences described in section 4.

2. Prohibited conduct

2.1 Account integrity

- sharing, selling, renting, lending, transferring or publishing account credentials;
- permitting another person to use your account, or using another person's account;
- creating multiple accounts to obtain free trials, duplicate credits, additional points or repeated demo access;
- misusing social login, including linking an account you are not authorized to use.

2.2 Payment and access controls

- bypassing, disabling or circumventing payment, paywall, entitlement, licensing or access controls;
- accessing paid content without a valid purchase or entitlement;
- exploiting a pricing, checkout, credit or entitlement defect rather than reporting it;
- using stolen, fraudulent or unauthorized payment methods;
- making a chargeback in bad faith after receiving the service.

2.3 Assessment and credential integrity

- **cheating on quizzes, simulations or assessments**, including unauthorized collaboration, using another person to answer, or automated answering;
- **manipulating Skill Passport points**, including through automation, duplicate accounts, replayed events, exploiting a defect or submitting false evidence;
- submitting false or fabricated evidence of experience, licensing, credentials or employer feedback;

- **creating, forging, altering, selling or distributing a fraudulent SkillShift+ certificate**, or misrepresenting the nature or status of a certificate;
- misrepresenting a SkillShift+ certificate as a government certificate, degree, diploma, apprenticeship credential or professional licence;
- harvesting or distributing quiz banks, answer keys or assessment content.

2.4 Content and intellectual property

- copying, recording, screen-capturing for distribution, republishing, redistributing, reselling or publicly posting course videos, study materials, quizzes, simulations or report templates;
- **scraping, crawling, harvesting or indexing** the Platform or its content by automated means;
- reverse engineering, decompiling or attempting to derive source code, model prompts, scoring logic or assessment algorithms;
- removing, obscuring or altering copyright, trade-mark or other proprietary notices;
- uploading content that infringes the intellectual property rights of any person.

2.5 Information about other people

- **uploading or submitting another person's private information without their permission**, including résumés, identity documents, contact details or employment records;
- recording an identifiable third party during an interview practice session without their knowledge and consent;
- impersonating any person or organization, or misrepresenting your affiliation, credentials or identity.

2.6 Conduct toward others

- harassment, bullying, threats, intimidation or abusive conduct toward other users, staff or contractors;
- hate speech, or content that promotes discrimination or violence against a person or group on any prohibited ground;
- sexual content, sexual harassment, or content that sexualizes a minor;
- using the Platform to facilitate discrimination in hiring, selection or advancement.

2.7 Security

- attempting unauthorized access to any account, system, database, storage bucket, API or network;
- uploading viruses, malware, ransomware, web shells or other harmful code;
- conducting automated attacks, including credential stuffing, brute-force attempts, injection attacks or denial-of-service activity;
- probing, scanning or testing the vulnerability of the Platform without our prior written authorization;
- interfering with, overloading or degrading the Platform or its infrastructure;
- intercepting or attempting to intercept data in transit.

2.8 Misuse of AI features

- using AI features for unlawful purposes, or to generate unlawful, deceptive, defamatory or harmful content;

- attempting to extract system prompts, model configuration, scoring logic or training material;
- attempting to bypass safety controls or consent gating through prompt manipulation;
- submitting another person's personal information into AI features without permission;
- using AI output to impersonate a person or to create misleading credentials or employment history;
- using automated tooling to generate high-volume AI requests or to resell AI capacity.

2.9 Unlawful use

Using the Platform to commit or facilitate fraud, money laundering, identity theft, immigration fraud, employment fraud, discrimination or any other unlawful act is strictly prohibited.

3. Reporting a concern

If you become aware of conduct that breaches this AUP, report it to info@skillshift.ca. Please include what you observed, where, when, and any reference or screenshot that would help us investigate. Reports may be made confidentially.

Security vulnerabilities should be reported to the same address with "Security" in the subject line. Please give us a reasonable opportunity to investigate and remediate before disclosing publicly. We will not pursue action against a person who reports a vulnerability in good faith, who does not access or exfiltrate data beyond what is necessary to demonstrate the issue, and who does not degrade the service.

4. How we respond to breaches

4.1 Investigation

We review reports and system signals, and may examine relevant account activity, audit logs, security logs and submitted content **to the extent necessary** to investigate. Investigations are conducted proportionately and in accordance with the Privacy Policy.

4.2 Range of measures

Measure	When it may be applied
Warning and guidance	First or minor issue, where the conduct appears inadvertent.
Temporary restriction of a feature	Where the conduct relates to a specific feature — for example, disabling AI features or interview recording.
Removal of content	Where content breaches this AUP or the rights of another person.
Reversal of points, scores or certificates	Where points were obtained improperly, or a certificate was obtained through cheating or misrepresentation.
Suspension of the account	Serious or repeated breach, or where suspension is necessary while an investigation proceeds.

Measure	When it may be applied
Termination of the account	Serious breach, repeated breach after warning, fraud, security attack, or conduct that endangers others.
Refusal of future service	Following termination for cause.

4.3 Immediate action

We may act **immediately and without prior notice** in cases of suspected fraud, security compromise, malicious code, credential attack, harassment, threats, or risk to the safety of any person or to the integrity of the Platform.

4.4 Preservation of evidence

Where an investigation is underway or reasonably anticipated, we may preserve relevant records — including account data, logs, submitted content and audit trails — beyond our standard retention periods, under a **legal hold**, until the matter is concluded. Preserved records are held securely and are accessible only to those who need them for the investigation.

4.5 Reporting to authorities

Where conduct appears to involve a criminal offence, a serious risk to a person, or a matter we are required by law to report, we may report it to law enforcement or another competent authority, and may disclose relevant information in accordance with the Privacy Policy and applicable law.

4.6 Effect on refunds

Suspension or termination for cause does not entitle you to a refund of amounts paid, except where required by law or where the Refund Policy expressly provides otherwise.

5. Appeals

If your account has been restricted, suspended or terminated and you believe the decision was made in error, you may appeal by emailing info@skillshift.ca within **thirty (30) days** of the decision, setting out why you believe it was wrong and providing any supporting information.

1. We acknowledge appeals within five (5) business days.
2. The appeal is reviewed by a person who was not responsible for the original decision, where practicable.
3. We aim to give a decision within fifteen (15) business days, and will tell you if more time is needed.
4. We will explain the outcome. Where a decision is reversed, access and any affected records are restored where technically possible.

6. Changes to this AUP

We may update this AUP as the Platform develops and as new forms of misuse emerge. Material changes will be notified through the Platform or by email before taking effect. The effective date and last-updated date appear on this document.

Contact information

Questions, requests and complaints relating to this document may be directed to:

Operator	Intelliedu Canada Inc. (operating the SkillShift+ platform)
Attention	Dr. Chandan Singh, Privacy Officer
Address	135 Hillcrest Avenue, Mississauga, Ontario, Canada L5B 4B1
Email	info@skillshift.ca
Website	skillshift.ca
Reports and appeals	info@skillshift.ca
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