

Starcore — Acceptable Use Policy (AUP)

Provider: Zerotime Solutions LLP **Service:** Starcore Workforce Management System ("Starcore", the "Service") **Last updated:** 24 June 2026

This Acceptable Use Policy forms part of the Starcore **Terms of Service** (<https://starcore.live/terms>) and applies to every user of the Service, including Free Tier, Intro Period, and paid Subscriptions.

1. Purpose

This Policy describes what you may not do when using Starcore. It exists to keep the Service secure, reliable, lawful, and fair for everyone. By using Starcore, you and your Authorized Users agree to follow this Policy.

2. Prohibited Activities

You must not, and must not allow any Authorized User or third party to:

2.1 Break the law — use the Service for any unlawful purpose, or in violation of any applicable Indian or other law, including labour, employment, privacy, and data-protection laws.

2.2 Infringe rights — upload, store, or share content that infringes the intellectual property, privacy, publicity, or other rights of any person.

2.3 Compromise security — attempt to gain unauthorised access to the Service, other accounts, or our systems; probe, scan, or test vulnerabilities; or bypass authentication or access controls.

2.4 Introduce harmful code — upload or transmit viruses, malware, or any code designed to disrupt, damage, or gain unauthorised access to systems or data.

2.5 Disrupt the Service — overload, flood, or interfere with the Service or its infrastructure (including denial-of-service activity), or otherwise impair its availability for others.

2.6 Abuse or reverse-engineer — copy, modify, reverse-engineer, decompile, scrape, or create derivative works of the Service, except to the extent permitted by law; or use automated means to access the Service except through interfaces or APIs we authorise.

2.7 Circumvent limits — evade or attempt to evade user-count limits, plan restrictions, usage limits, or billing.

2.8 Resell without authorisation — resell, sublicense, or make the Service available to third parties except as expressly permitted in the Terms or an Order Form.

2.9 Misuse communications — send spam, unsolicited bulk messages, or fraudulent, deceptive, harassing, or abusive communications via or relating to the Service.

2.10 Upload objectionable content — store or transmit content that is unlawful, obscene, defamatory, or that promotes violence or discrimination.

2.11 Impersonate or falsify — misrepresent your identity or affiliation, or falsify account or workforce records to deceive.

3. Lawful Workforce Monitoring (Important for a WMS)

3.1 Starcore includes features such as attendance, punch in/out, break tracking, location capture, and photo-at-punch. As the **employer / Data Fiduciary**, you are responsible for using these features **lawfully**, including:

- (a) having a valid lawful basis and providing required notices to, and obtaining required consents from, your employees and workers before enabling location capture, photo-at-punch, or similar features;
- (b) complying with applicable labour, employment, and data-protection law (including the DPDP Law); and
- (c) using workforce data only for legitimate, proportionate workforce-management purposes.

3.2 You must not use the Service to unlawfully surveil, track, profile, or harm individuals, or to process workforce personal data in a manner inconsistent with the consents and notices you have provided. Your data-protection responsibilities are set out further in our **Data Processing Agreement** (<https://starcore.live/dpa>) and **Privacy Policy** (<https://starcore.live/privacy>).

4. Fair Use of Resources

The Service is intended for normal workforce-management use. We may apply reasonable technical limits to protect performance and may contact you if your usage materially exceeds normal patterns or threatens stability for other customers.

5. Consequences of Violation

5.1 If we reasonably believe you have breached this Policy, we may, depending on severity: issue a warning; restrict or suspend access; remove offending content; or suspend or terminate your account.

5.2 For serious or repeated breaches, or where required to protect the Service, other users, or comply with law, we may terminate immediately. Fees already paid are **not refundable** where we suspend or terminate for breach (see the Refund & Cancellation Policy, <https://starcore.live/refund>).

5.3 We may report unlawful activity to the relevant authorities and cooperate with lawful investigations.

6. Reporting Abuse

If you become aware of any actual or suspected violation of this Policy, please report it to **support@starcore.space**.

7. Changes to this Policy

We may update this Policy from time to time. We will post the updated version with a revised "Last updated" date and, for material changes, provide reasonable notice. Continued use after changes take effect constitutes acceptance.

8. Contact

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