SAP AI Code of Conduct

Use of AI Technology is subject to this AI CoC. If not defined here, capitalized terms have the meaning otherwise stated in the Agreement.

1) Prohibited Uses

Customer must not use, or permit others to use, AI Technology for:

(a) **Deception and fraud** - phishing, scams, document falsification, disinformation about health, science, or public affairs, subliminal manipulation, or undisclosed impersonation.

(b) **Privacy and surveillance violations** - unlawful tracking or monitoring; processing biometric, health, or neural data without required consent; facial recognition scraping; non-consensual real-time biometric identification; social scoring causing unjustified adverse treatment; or biometric inference of race, religion, political opinions, , sexual orientation, or other protected characteristics.

(c) **Security abuse** - unauthorized system access or disruption; malware, ransomware, or denial-of-service tools; circumventing safety filters or content controls (including prompt injection or jailbreaking); or cryptocurrency mining.

(d) **Illegal activity** - violation of applicable law, including trafficking in illegal substances, human trafficking, sexual exploitation, data protection violations, or intellectual property infringement.

(e) **Violence and extremism** - promoting, inciting, glorifying, or facilitating terrorism, extremism, or violence, including graphic violence or gore.

(f) **Hate speech and harassment** - attacks based on protected characteristics such as race, ethnicity, national origin, religion, gender, gender identity, sexual orientation, disability, age, caste, or comparable characteristics; Holocaust or genocide denial; or coordinated harassment.

(g) **Sexual content** - pornographic or sexually explicit content, including non-consensual intimate imagery.

(h) **Child sexual abuse material (CSAM)** - generating, distributing, or facilitating CSAM in any format or context, including AI-generated, fictional, or roleplay scenarios, or any content sexualizing persons under 18.

(i) **Self-harm** - content promoting, glorifying, or instructing suicide, self-harm, or disordered eating.

(j) **Electoral manipulation** - undisclosed AI communications to voters or officials at scale, deceptive synthetic media of political figures, or election interference.

(k) **Critical infrastructure** - attacks on critical infrastructure including power, water, healthcare, financial, or electoral systems.

(l) **Weapons** - producing, modifying, designing, or illegally acquiring weapons, explosives, dangerous materials or other systems designed to cause harm to or loss of human life including chemical, biological, radiological, or nuclear weapons; designing or developing weaponization and delivery processes; circumventing regulatory controls to acquire weapons or their precursors; or synthesizing, or otherwise developing, high-yield explosives.