

Acceptable use policy

Updated on September 7, 2026

This document is a draft: it was written from what the product actually does, and no lawyer has reviewed it yet. Write to us if something in it weighs on your decision.

Savoir answers from the documents a community uploads. This document says what a community may not put in it or do with it, and what Savoir does when that happens. It is part of the terms of service (/en/legal/terms).

What a community may not upload

- Unlawful content, or content whose publication would be unlawful.
- Another community's documents, or any document the community has no right to share with its members.
- Personal information about people outside the community with no lawful basis for processing it. A document meant to be read by the members is not the place for an employee's medical file or a third party's list of creditors.
- Malicious software, or files whose purpose is to harm whoever opens them.

An uploaded document can be read by the members the board has given the right to ask questions. That is the test to apply before uploading: can this document be quoted, passage by passage, to those people?

What may not be done with the assistant

- Trying to read another community's data, or to defeat the isolation that separates it, by any means.
- Probing, attacking or overloading the service, or using it automatically in a way that deprives other communities of its normal working. A per-member usage limit exists for that reason and is invisible in normal use.
- Sharing invitation links outside the community. An invitation is meant for somebody who belongs to the community.
- Reselling access to the assistant, or using it to answer on behalf of an organization other than the community that created it.
- Taking an answer for legal advice. The Civil Code articles an answer cites are legal information; the decision belongs to the board.

What Savoir does

In this order, and stopping as soon as the matter is settled:

- 1. We write, to the community's administrator, saying what was found and what is expected.
- 2. We take the document down if it is unlawful or if it puts people at risk. A document taken down stops being read and stops being cited.
- 3. We suspend rights or an account. Taking rights away ends that person's open sessions.
- 4. We close the community, which happens only if none of the above was enough. An administrator can download the whole archive before it closes, and what the community holds is erased thirty days later.

A plain threat to the security of other communities is dealt with first and explained afterwards.

Telling us

If you see a document or an answer in Savoir that has no business being there, write to us through the contact form (</en/contact?subject=privacy>). A member can also flag an answer from the assistant: it arrives in their board's review queue.