

Community Code of Conduct

Welcome to the Samsara Community (“Community”) platform hosted by Samsara and powered by [Gradual, Inc.](#) (“Gradual”). This space is designed for our customers to collaborate, share best practices, and solve problems together. This Code of Conduct (the “Code”) is subject to the [Samsara Website Terms of Service](#) and [Privacy Policy](#) (the “Terms”). Samsara reserves the right to change the Code, in whole or in part, at any time. Participation in this Community is solely at Samsara's discretion, and Samsara reserves the right to remove any Community member or any individual post, conversation, direct message, content, or other material for any or no reason and to modify this Code at any time. The Community is provided “as is”, “as available”, and Samsara does not guarantee uninterrupted access to it or the accuracy of any content published or displayed within the Samsara Community. Any opinions expressed are those of individual members, and not Samsara. As a reminder, do not post or publish anything that is confidential or sensitive to your particular use case and/or organization.

To maintain a professional, helpful, and safe environment, all Community members must adhere to the following rules:

Protect Privacy & Confidentiality

- **No Unauthorized Personal Data:** Do not post photos or videos containing the faces, license plates, or personal information of anyone (including your drivers, employees, or members of the public) unless you have documented explicit consent to share that data in a community forum.
- **No Sensitive Data:** Do not share data such as credentials, security configurations, personal health or financial information, or other types of sensitive data.
- **No Confidential Information:** Do not share confidential or proprietary information of Samsara or any third party without their written authorization.

Be Respectful

The following are strictly prohibited, and any such posts, direct messages, or other activity will subject the sender to a prompt and permanent ban:

- Harassing, threatening, or abusive behavior
- Discriminating or using harmful language
- Spamming, advertising, promoting services or products, or solicitation without direct request from a user
- Sharing illegal, infringing, explicit, or harmful content
- Attempting to exploit or disrupt this Community or break into any areas of this site
- Using software or “bots” to scrape data from this site

- Distributing any malicious links or files that contain software viruses or anything else meant to interrupt or harm
- Impersonating and/or misrepresenting any individual, company, or entity
- Modifying, adapting, creating derivative works of, translating reverse engineering, decompiling or disassembling any portion of this site (including any content and other materials available through this site), except as and solely to the extent expressly authorized under applicable law overriding any of these restrictions
- Infringing intellectual property rights
- Removing any copyright, trademark or other proprietary rights notice from this site or content, software and other materials originating from this site
- Framing or mirroring any part of this site without Samsara's express prior written consent
- Systematically downloading and storing all or any site content

Share Knowledge, Not Noise

- **Stay On-Topic:** Ensure photos and videos are respectful and are related to fleet management, industrial operations, or Samsara product usage.
- **Accuracy:** While we encourage peer-to-peer support, always verify technical advice with [Samsara Support](#).
- **Transparency of AI:** Clearly disclose if content is AI-generated.
- **Contracts and Pricing:** Don't post specific contract or pricing information.
- **Support Questions:** Please submit your questions to Samsara Support [here](#).

Moderating

- Samsara utilizes Gradual's automated moderation features which allows for posts to be checked for words or phrases which violate these Terms. If you believe your posts are being unfairly rejected, please contact us at community@samsara.com.
- Samsara's live moderation team operates from 8:00am PT to 5:00pm PT, Monday through Friday (excluding applicable holidays).

Reporting

- **Report Post:** If you see content that violates these guidelines, click the three-dotted icon in the upper right-hand corner of the content and select the "Report an Issue" option or contact community@samsara.com. Reports will be reviewed by Samsara and handled at our discretion. Members are encouraged to report Code violations.
- **Reporting Copyright Infringement:** If you believe that materials available within Samsara Community infringe your copyright, report the infringement in accordance with the [Website Terms](#). Infringing content will be removed and repeat infringers will be banned in accordance with our [Website Terms](#).

Appeals

- If you believe a moderation action was taken in error, you may submit an appeal by emailing community@samsara.com within thirty (30) days of the enforcement action. Your appeal must include your username, a description of the action taken, and the reason you believe it was incorrect. Samsara will acknowledge receipt of your appeal within ten (10) business days and provide a final decision within thirty (30) business days. During the appeal review, the original enforcement action will remain in effect. Samsara's decision on appeal is final.

Samsara reserves the right to investigate and take appropriate legal action against anyone who, in the Company's sole discretion, violates this Code, the [Website Terms and Conditions of Use](#), and/or [Privacy Policy](#), including without limitation, reporting you to law enforcement authorities and/or your employer.