Frame.io Product Specific Terms

Effective as of July 9, 2026.

These Product Specific Terms govern your use of Frame.io products and services ("**Frame**") and are incorporated by reference into the Adobe General Terms of Use ("**General Terms**") located at www.adobe.com/go/terms (these Product Specific Terms and the General Terms collectively referred to as "**Terms**"). Capitalized terms not defined here have the same meaning as defined in the General Terms. In the event of a conflict between the General Terms and these Product Specific Terms, these Product Specific Terms shall govern.

1. **Sensitive Personal Information.** In connection with your use of Frame, you may provide Sensitive Personal Information to us within your Content that you upload to Frame (as distinct from information provided for purposes of account creation); provided, however, that: (A) you have obtained all necessary consents to do so; (B) the provision of such Sensitive Personal Information does not itself subject us or any of our Affiliates to the requirements of the Gramm-Leach-Bliley Act of 1999 or the Health Insurance and Portability Act of 1996 ("HIPAA"), and (C) you shall in no event provide Sensitive Personal Information that constitutes Protected Health Information under HIPAA. Except for the purchase of Frame subscription plans, Customer shall not include credit card numbers or payment authentication data in any Customer Content.
2. **Support.** Support for Frame shall be provided for only within the Admin Console and via support@frame.io. The support terms and conditions at: https://helpx.adobe.com/support/programs/support-policies-terms-conditions.html shall not apply to Frame.
3. **Storage.** All Content within Frame must be transitioned out of Frame prior to the date of termination or expiration of your license term. You should download any Content that you have stored in Frame before your license term ends.
4. If you purchased Frame via Frame.io (https://frame.io/), your relationship is with Adobe Inc., a United States company, and the Terms are governed by, and construed and interpreted in accordance with, the laws of the State of California, U.S.A., unless preempted by U.S. federal law, without regard to conflict of law rules. Additionally, payments will be made to Adobe Inc., a United States company.