OperationsIP



OIP-MAN-001 · Version 1.0 · Effective 1 December 2026

The OperationsIP Manual

Guides for every user and feature, and every OperationsIP policy, in one book.

OperationsIP by Filo Cleano Services Pty Ltd · Unit 1, Level 2, 19 North Terrace, Hackney SA 5069, Australia · operationsip.com

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Part A

User guides

How to use OperationsIP, by role and by feature.

OperationsIP

OIP-GDE-001 · Version 1.0 · Effective 1 December 2026

Getting Started with OperationsIP

OperationsIP runs your service business in one place: your team, sites, jobs, clock in and out, and timesheets. This guide gets you going in about 10 minutes.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-001	1.0	1 December 2026	Director	December 2027

Guide · Guides for every user

1. What you need

- An email address and a mobile phone or computer
- Your business name and the type of service you offer
- The names and emails of the people you want to add (there's no limit)

2. Create your account

1. Go to the OperationsIP portal and tap Create an account
2. Enter your name, email and a password of at least 8 characters
3. If asked, open the confirmation email and tap the link
4. Sign in. You are now the Owner of your business

3. Set up your business

1. Enter your business name
2. Choose your type of business: cleaning, gardening, maintenance, care provider, plumbing, electrical or handyman
3. Choose your country, currency and time zone

4. Tick the box if you are a social enterprise or non-profit (we check this, then apply 50% off user prices)
5. Tap Create business

> Your type of business changes the wording and suggestions in the app. For example, a cleaning business sees Cleans and Cleaners, and a care provider sees Shifts and Support workers. See Service Types Guide (OIP-GDE-016).

4. Your first 10 minutes

1. Add your sites or properties (see Sites and Location Rules Guide (OIP-GDE-011))
2. Add your team (see Team, Roles and User Limit Guide (OIP-GDE-012))
3. Choose your clock-in rules in Settings (see Settings and Branding Guide (OIP-GDE-014))
4. Add your first jobs (see Jobs Guide (OIP-GDE-010))
5. Ask your team to create their accounts with the email you used for them

5. Your free period

- Every new business gets 12 months free, with every feature and no card needed
- You can add a card any time in Billing. You won't be charged until the free period ends
- See Billing and Subscription Guide (OIP-GDE-015) and Billing, Cancellation and Refund Policy (OIP-LEG-007)

6. Coming soon

- Accounting links (Xero, QuickBooks) and payment links (Stripe, Square)
- Before and after photos with automatic deletion
- Onboarding content and policy templates for your own staff
- Emails and SMS to staff and customers
- Two-factor sign-in for Owners and Admins

7. Need help?

Open Help and policies in the app, or email support@operationsip.com. For pricing, demos or partnerships, email sales@operationsip.com.

Related documents

- Service Types Guide (OIP-GDE-016)
- Sites and Location Rules Guide (OIP-GDE-011)

- Team, Roles and User Limit Guide (OIP-GDE-012)
- Settings and Branding Guide (OIP-GDE-014)
- Jobs Guide (OIP-GDE-010)
- Billing and Subscription Guide (OIP-GDE-015)
- Billing, Cancellation and Refund Policy (OIP-LEG-007)

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OIP-GDE-002 · Version 1.0 · Effective 1 December 2026

Owner Guide

As the Owner you can do everything an Admin can, plus manage billing, branding and Admins. There is one Owner per business.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-002	1.0	1 December 2026	Director	December 2027

Guide · Guides by role

1. Your menu

Menu	What it's for
Today	Who is on shift, today's jobs, flagged clock-ins and how many users you have
Jobs (or Cleans, Shifts, Work orders)	Plan and assign work. See Jobs Guide (OIP-GDE-010)
Team	Add users, change access, archive or remove. See Team, Roles and User Limit Guide (OIP-GDE-012)
Timesheets	Check hours, fix mistakes, download CSV. See Timesheets and Corrections Guide (OIP-GDE-013)
Sites (or Properties, Locations)	Places your team works. See Sites and Location Rules Guide (OIP-GDE-011)
My shift	Clock in and out yourself
Settings	Business details, branding, clock-in rules. See Settings and Branding Guide (OIP-GDE-014)

Menu	What it's for
Billing	Plan, card, invoices, add-ons, annual billing, cancel. See Billing and Subscription Guide (OIP-GDE-015)
Help and policies	These guides and all OperationsIP policies

2. Only the Owner can

- Manage billing and add-ons
- Add, change or remove Admins
- Change branding and the type of business

3. Telling your staff about location

If you turn on location checks, tell your staff in writing before they start. Some places, such as New South Wales, require 14 days' notice. You can adapt this sample:

> From [date], [Business name] uses OperationsIP to record when you start and finish work. When you clock in or out, the app records your phone's location at that moment to confirm you are on site. It does not track your location at any other time. Your manager can see whether you were within the site area. Questions: [contact].

4. Good habits

- Export timesheets before every pay run
- Review flagged clock-ins weekly
- Remove people who have left, so their login stops working
- Keep your own login on one phone and one computer

Related documents

- Jobs Guide (OIP-GDE-010)
- Team, Roles and User Limit Guide (OIP-GDE-012)
- Timesheets and Corrections Guide (OIP-GDE-013)
- Sites and Location Rules Guide (OIP-GDE-011)
- Settings and Branding Guide (OIP-GDE-014)
- Billing and Subscription Guide (OIP-GDE-015)

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Admin Guide

Admins run the business day to day. You can do everything except billing, branding and managing other Admins.

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OIP-GDE-003	1.0	1 December 2026	Director	December 2027

Guide · Guides by role

1. Your day

1. Open Today to see who is on shift and today's jobs
2. Check flagged clock-ins and follow up
3. Add or change jobs for tomorrow
4. Approve hours in Timesheets and fix any mistakes with a correction

2. What you can do

- Jobs: add, edit, assign, cancel (Jobs Guide (OIP-GDE-010))
- Sites: add, edit, set location and radius (Sites and Location Rules Guide (OIP-GDE-011))
- Team: add Staff, edit details, mark inactive, archive or remove Staff (Team, Roles and User Limit Guide (OIP-GDE-012))
- Timesheets: review, correct, download (Timesheets and Corrections Guide (OIP-GDE-013))
- Settings: business details and clock-in rules (Settings and Branding Guide (OIP-GDE-014))

3. What you can't do

- Billing (Owner only)
- Add, change or remove Admins (Owner only)

- Change the time someone clocked in. You add a correction instead

Related documents

- Jobs Guide (OIP-GDE-010)
- Sites and Location Rules Guide (OIP-GDE-011)
- Team, Roles and User Limit Guide (OIP-GDE-012)
- Timesheets and Corrections Guide (OIP-GDE-013)
- Settings and Branding Guide (OIP-GDE-014)

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OIP-GDE-004 · Version 1.0 · Effective 1 December 2026

Staff Guide

This guide is for staff who use OperationsIP on their phone. It is quick to learn.

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OIP-GDE-004	1.0	1 December 2026	Director	December 2027

Guide · Guides by role

1. Getting in

1. Your employer adds you with your email
2. Open the OperationsIP link they send and tap Create an account
3. Use the same email they added. You'll see your business straight away
4. Add OperationsIP to your home screen for quick access

2. Clock in

1. Open My shift when you arrive
2. If there is more than one job today, choose it
3. Tap Clock in
4. If asked, allow location. Your employer may require it

The time comes from OperationsIP's servers. Changing the time on your phone doesn't change it.

3. Clock out

1. Open My shift
2. Tap Clock out when you finish

4. Forgot to clock in or out?

Tell your manager. They can add a correction with a reason. Your original times stay on record.

5. Location

- Location is only checked when you clock in or out, never in the background
- If your employer requires location, the app won't work until location is on
- If you're outside the site area, your clock-in may be flagged for your manager, or blocked, depending on your employer's settings

6. One device

You can be signed in on one device at a time. Signing in on another phone signs out the old one.

7. Your jobs and hours

- My jobs (or My cleans, My shifts) shows what's coming up
- My hours shows your last 3 weeks, including any corrections

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Super Admin Guide (OperationsIP team)

Super Admins run the OperationsIP platform from the admin portal. Business users can't open this portal.

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OIP-GDE-005	1.0	1 December 2026	Director	December 2027

Guide · Guides for the OperationsIP team

1. Signing in

Open the admin portal (admin.operationsip.com) and sign in with your OperationsIP staff account and two-factor sign-in.

2. Customers

- See every business, its type, status, free period end and users (for example 6)
- Edit: change a business's user limit, subscription status, free period end, or confirm social enterprise status
- Mirror: view a business as one of its users (see Support Team Guide (OperationsIP team) (OIP-GDE-006))

3. Platform settings

Setting	Default
Plan price per month	US$19.00
Users included in plan	10

Setting	Default
Price per extra user	US$3.00 per month
User limit	Blank (unlimited)
Social enterprise discount	50%
Annual discount	25%
Free months	6
Storage	2 GB free, 10 GB paid
SMS credit price	Blank until decided (not on sale)
Extra storage price	Blank until decided (not on sale)

Price changes apply to new subscriptions. Tell existing customers at least 30 days before changing their price.

4. Demo businesses

1. Tap Create demo business
2. Name it and choose a type
3. Open it from My businesses to add sample data

Demo businesses are never charged and must not contain real customer data.

5. Logs to review

- Support sessions, every month
- Feature requests, every month

Related documents

- Support Team Guide (OperationsIP team) (OIP-GDE-006)

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OIP-GDE-006 · Version 1.0 · Effective 1 December 2026

Support Team Guide (OperationsIP team)

Support staff help businesses fix problems. Always follow Support Access and Account Mirroring Policy (OIP-SEC-003).

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OIP-GDE-006	1.0	1 December 2026	Director	December 2027

Guide · Guides for the OperationsIP team

1. Mirror a user

1. Open the admin portal and find the business
2. Tap Mirror and choose the user
3. Enter a reason, such as the ticket number
4. Look at the problem. Everything is view only
5. Tap End support session when done

2. Common fixes

Problem	What to check
Staff member can't see the business	They must sign up with the exact email the business added
Signed out unexpectedly	They signed in on another device. One device per login
Can't clock in	Location is off, they're outside the site radius with blocking on, or the business is paused
Can't add a user	A user limit has been set for this business. Check it in Edit

Problem	What to check
App is paused	The free period ended or payment failed. The Owner must go to Billing
Wrong hours	An Admin adds a correction with a reason. The original stays

3. Never

- Ask for a customer's password
- Change data while mirroring
- Copy customer data into email or chat

Related documents

- Support Access and Account Mirroring Policy (OIP-SEC-003)

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OIP-GDE-010 · Version 1.0 · Effective 1 December 2026

Jobs Guide

Jobs are the work your team does. The name changes with your type of business (see Service Types Guide (OIP-GDE-016)).

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-010	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Add a job

1. Open Jobs and tap Add
2. Type a title or choose a suggestion for your type of business
3. Choose the site and the staff member
4. Set the start and end times
5. Add notes for the staff member if needed
6. Tap Save

2. Job status

Status	Meaning
Scheduled	Planned and not started
In progress	Someone clocked in to it
Completed	Someone clocked out of it
Cancelled	Called off. It stays on record

3. Change or cancel

Tap Edit on a job to change it, or Cancel job to call it off. Staff only see jobs assigned to them.

Related documents

- Service Types Guide (OIP-GDE-016)

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OperationsIP

OIP-GDE-011 · Version 1.0 · Effective 1 December 2026

Sites and Location Rules Guide

Sites are the places your team works. Adding a location lets OperationsIP check people are on site when they clock in.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-011	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Add a site

1. Open Sites and tap Add
2. Enter a name and address
3. Tap Use my current location while standing at the site, or type the latitude and longitude
4. Set a radius in metres, or leave it blank to use your default
5. Add notes for staff, such as parking or access
6. Tap Save

2. Clock-in rules (Settings)

Setting	What it does
Require location	Staff can't use the app until location is on
Default radius	How close staff must be, if a site has no radius of its own
Outside the radius: flag	The clock-in works, and you see a flag with the distance
Outside the radius: block	The clock-in is refused, with the distance shown to the staff member

Setting	What it does
Outside the radius: don't check	No location check

3. Tips

- Large sites, such as schools or airports, need a bigger radius (300 to 500 metres)
- Phones can be less accurate indoors. Start with flagging before you choose blocking
- Tell staff about location in writing (see Owner Guide (OIP-GDE-002) and Location Data Policy (OIP-DAT-004))

Related documents

- Owner Guide (OIP-GDE-002)
- Location Data Policy (OIP-DAT-004)

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OperationsIP

OIP-GDE-012 · Version 1.0 · Effective 1 December 2026

Team, Roles and User Limit Guide

Your team is everyone who signs in: the Owner, Admins and Staff. There's no limit on users.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-012	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Add a user

1. Open Team and tap Add user
2. Enter their name, email and mobile
3. Choose Staff or (Owner only) Admin
4. Tap Add user. They join when they create an account with that email

2. How users are billed

- Your plan includes your first 10 users
- Each user after 10 is added to your bill, with no limit
- Active, inactive, archived and invited users all count, because their records are kept
- Remove people who have left to stop paying for them

3. Inactive, archive and remove

Action	What happens	Counts towards limit
Mark inactive	They can't sign in. Everything is kept. You can make them active again	Yes
Archive	Hidden from your lists and can't sign in. Everything is kept	Yes
Remove	Login and contact details are deleted. Timesheets and job history stay under Former staff. Can't be undone	No

Work records are kept when you remove someone because employers must keep them by law (7 years in Australia).

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OperationsIP

OIP-GDE-013 · Version 1.0 · Effective 1 December 2026

Timesheets and Corrections Guide

Timesheets show every clock-in and clock-out. Times are recorded by OperationsIP's servers and can't be edited, so your records stay trustworthy.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-013	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Review hours

1. Open Timesheets
2. Choose the last 7, 14 or 21 days, and one person or everyone
3. Check flagged rows, which show the distance from the site
4. Check anyone still On shift

2. Add a correction

1. Tap Correct on the row
2. Choose clock in or clock out
3. Enter the right time
4. Enter a reason, such as Forgot to clock out
5. Tap Add correction

The timesheet shows the corrected time with the original underneath and a corrected tag. Every correction is in the history and the audit log.

3. Download for payroll

Tap Download CSV. The file has the original and paid times, hours, corrections and flags, ready for payroll or accounting.

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OIP-GDE-014 · Version 1.0 · Effective 1 December 2026

Settings and Branding Guide

Settings is where you make OperationsIP work your way.

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OIP-GDE-014	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Business

- Business name, time zone and currency
- Type of business (Owner only). Changing it updates the wording across the app

2. Branding (Owner only)

1. Add a link to your square logo (starting with https)
2. Choose your main and second colours, or tap Use OperationsIP colours
3. Tap Save branding

Your logo shows when the app opens and across the menus.

3. Clock-in rules

Require location, default radius and what happens outside it. See Sites and Location Rules Guide (OIP-GDE-011).

4. Photos

Choose how many days to keep before and after photos. Older photos are deleted automatically (when photos are released).

5. Request a feature

Tell us what would help your business. Our team reviews requests every month.

Related documents

- Sites and Location Rules Guide (OIP-GDE-011)

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OperationsIP

OIP-GDE-015 · Version 1.0 · Effective 1 December 2026

Billing and Subscription Guide

Only the Owner can see and manage billing. Open Billing from the menu.

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OIP-GDE-015	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Start a plan

1. Open Billing
2. Choose Pay monthly or Pay yearly (25% off)
3. Enter your card on the secure Stripe page
4. You'll come back to OperationsIP. If you are still in your free period, you won't be charged until it ends

2. Update your card or see invoices

Tap Update payment method and invoices. This opens Stripe's secure page, where you can change your card and download invoices. Invoices also appear in Billing.

3. Switch to annual

Tap Switch to annual. You pay for 12 months now, less a credit for the unused part of this month, and save 25%.

4. Add-ons

- Extra storage: choose how many extra blocks you want each month
- SMS credits: buy in advance, from 100 credits
- Prices show in Billing once they are on sale

5. Cancel

1. Tap Cancel subscription
2. Read the summary. It shows exactly what will be charged or refunded
3. Confirm

Monthly plans end at the end of the paid month. Annual plans end straight away: months used are charged at the monthly price and the rest is refunded. See Billing, Cancellation and Refund Policy (OIP-LEG-007).

6. If a payment fails

You'll see a banner. Update your card in Billing. If it isn't fixed, the app becomes read-only for you and paused for your team until payment is made.

Related documents

- Billing, Cancellation and Refund Policy (OIP-LEG-007)

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OperationsIP

OIP-GDE-016 · Version 1.0 · Effective 1 December 2026

Service Types Guide

When you choose your type of business, OperationsIP changes its wording and job suggestions to match how your industry works. More type-specific workflows and codes are being added.

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OIP-GDE-016	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Wording by type

Type	Jobs are called	Places are called	Staff are called	Customers are called
Cleaning	Cleans	Sites	Cleaners	Clients
Gardening	Jobs	Properties	Gardeners	Clients
Maintenance	Work orders	Properties	Technicians	Clients
Care provider	Shifts	Locations	Support workers	Participants
Plumbing	Jobs	Properties	Plumbers	Customers
Electrical	Jobs	Properties	Electricians	Customers
Handyman	Jobs	Properties	Handymen	Customers

2. Job suggestions

Type	Examples
Cleaning	Regular clean, End of lease clean, Office clean, Airbnb turnover, Deep clean
Gardening	Lawn mowing, Hedge trimming, Garden tidy-up, Green waste removal
Maintenance	Reactive repair, Planned maintenance, Inspection, Make safe
Care provider	Personal care, Community access, Domestic assistance, Support coordination
Plumbing	Blocked drain, Leak repair, Hot water service, Gas fitting
Electrical	Fault finding, Lighting, Switchboard upgrade, Test and tag
Handyman	General repairs, Furniture assembly, Painting, Door and lock repair

3. Changing type

The Owner can change the type in Settings. Your data stays the same; only the wording and suggestions change.

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OIP-GDE-017 · Version 1.0 · Effective 1 December 2026

Signing In and Security Guide

A few simple habits keep your account and your business safe.

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OIP-GDE-017	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Signing in

- Use your email and password
- Forgot your password? Tap Forgot password and follow the email
- Never share your login. Each person needs their own

2. One device at a time

- Staff: one device
- Owners and Admins: one phone and one computer
- Signing in somewhere new signs out the old device, with a message

3. Keep it safe

- Use a long passphrase you don't use anywhere else
- Lock your phone with a PIN, fingerprint or face
- Be careful of emails or texts asking you to sign in through a link. When unsure, open OperationsIP yourself
- Lost your phone? Sign in on a new device to sign the old one out, and tell your manager

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OIP-GDE-018 · Version 1.0 · Effective 1 December 2026

Troubleshooting and FAQ

Can't find your answer? Email support@operationsip.com.

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OIP-GDE-018	1.0	1 December 2026	Director	December 2027

Guide · Guides for every user

1. Questions

Question	Answer
I can't see my business after signing up	Sign up with the exact email your employer added. Ask them to check it in Team
I was signed out	You signed in on another device. Sign in again here to use this device
The app says to turn on location	Your employer requires it. Turn on location for your browser or the app in your phone settings, then tap Try again
My clock-in was blocked	You're outside the site area. Move closer or ask your manager
I forgot to clock out	Ask your manager to add a correction
I can't add a user	Check that you are an Owner or Admin. If it still won't work, email support
The app says it's paused	The business's subscription isn't active. The Owner can fix it in Billing
Can I change a clock-in time?	No one can edit the original time. Owners and Admins add a correction with a reason

Question	Answer
Where is my data stored?	In Sydney, Australia. See International Data Transfers and Data Residency (OIP-DAT-005)
How do I cancel?	The Owner opens Billing and taps Cancel subscription. See Billing, Cancellation and Refund Policy (OIP-LEG-007)

Related documents

- International Data Transfers and Data Residency (OIP-DAT-005)
- Billing, Cancellation and Refund Policy (OIP-LEG-007)

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Part B

Policies, plans and agreements

The rules and commitments that protect every business on OperationsIP, worldwide.

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OIP-LEG-001 · Version 1.0 · Effective 1 December 2026

Terms of Service

These terms are the agreement between Filo Cleano Services Pty Ltd ("OperationsIP", "we", "us") and the business that signs up ("you", "the customer"). By creating an account or using OperationsIP you agree to them on behalf of your business.

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OIP-LEG-001	1.0	1 December 2026	Director	December 2027

Agreement · Legal and customer policies

Legal and standards basis

- Australian Consumer Law (Competition and Consumer Act 2010 (Cth), Schedule 2)
- Electronic Transactions Act 1999 (Cth)
- Mandatory consumer laws of the customer's country where they apply

1. The service

OperationsIP is an online platform that helps service businesses run their operations: staff and roles, sites, jobs, clock in and out, timesheets, settings and branding, with more features added over time. Every plan includes every feature.

We may improve, change or retire features. If a change removes something important you rely on, we will tell you at least 30 days before, unless the change is needed for security or by law.

2. Your account

- You must be at least 18 and able to agree to these terms for your business
- The person who signs up becomes the Owner and is responsible for the account, its users and its billing

- Keep sign-in details private. Each person must have their own login. Logins can't be shared, and each login works on one device at a time (Owners and Admins: one phone and one computer)
- You are responsible for what your users do in OperationsIP

3. Free period, plan and payment

- New businesses get a free period (currently 12 months). No card is needed to start
- After the free period, you must have an active paid plan to keep using OperationsIP. Without one, the app becomes read-only for the Owner and paused for everyone else
- Prices, add-ons, annual billing, cancellation and refunds are set out in the Billing, Cancellation and Refund Policy (OIP-LEG-007)
- Prices are in US dollars. Taxes such as GST or VAT are added where the law requires

4. Your data

- You own the data you and your users put into OperationsIP
- We process it only to provide the service and as described in the Privacy Policy (OIP-LEG-002) and the Data Processing Agreement (OIP-LEG-003)
- You can export your data at any time, and for 90 days after your plan ends
- You are responsible for having the right to collect the information you store, including staff location at clock in and out where you turn that on

5. Acceptable use

You must follow the Acceptable Use Policy (OIP-LEG-004) and, for text messages, the Messaging and SMS Acceptable Use Policy (OIP-PRD-001). We may suspend an account that puts other customers, the platform or the public at risk, and will tell you why unless the law prevents it.

6. Our intellectual property

OperationsIP, its software, designs, documents and brand belong to Filo Cleano Services Pty Ltd. You get a non-exclusive right to use the service while your plan is active. Don't copy, resell, reverse engineer or build a competing product from it. If you send us ideas or feedback, we may use them without owing you anything.

7. Availability and support

We aim for the service levels in the Service Level and Support Policy (OIP-LEG-006). Planned maintenance is announced in advance where possible.

8. Liability

- Nothing in these terms limits rights you have under consumer laws that can't be excluded, such as the Australian Consumer Law
- To the extent the law allows, we aren't liable for indirect or consequential loss, such as lost profit or lost data that you could have exported
- To the extent the law allows, our total liability in any 12 months is limited to the fees you paid us in that period
- You agree to cover our reasonable costs if a claim is made against us because of data you stored without the right to, or because your users broke these terms

9. Ending the agreement

- You can cancel at any time under Billing (see Billing, Cancellation and Refund Policy (OIP-LEG-007))
- We can end the agreement with 30 days' notice, or straight away if you seriously breach these terms or don't pay
- After your plan ends you have 90 days to export your data. We then delete it as set out in Data Retention, Deletion and Export Policy (OIP-DAT-002)

10. Changes and law

- We may update these terms. We will give at least 30 days' notice of changes that affect you, by email or in the app
- These terms are governed by the laws of South Australia, Australia. Where your local law gives you the right to bring a claim in your own country, that right is not affected
- Questions: support@operationsip.com

Related documents

- Billing, Cancellation and Refund Policy (OIP-LEG-007)
- Privacy Policy (OIP-LEG-002)
- Data Processing Agreement (OIP-LEG-003)
- Acceptable Use Policy (OIP-LEG-004)
- Messaging and SMS Acceptable Use Policy (OIP-PRD-001)
- Service Level and Support Policy (OIP-LEG-006)
- Data Retention, Deletion and Export Policy (OIP-DAT-002)

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OperationsIP

OIP-LEG-002 · Version 1.0 · Effective 1 December 2026

Privacy Policy

This policy explains how OperationsIP handles personal information about the people who use the platform: business owners and admins, their staff, and visitors to our websites. It is written to meet the privacy laws of the countries where OperationsIP is offered.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-002	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Privacy Act 1988 (Cth) and the Australian Privacy Principles
- EU General Data Protection Regulation (GDPR) and UK GDPR with the Data Protection Act 2018
- New Zealand Privacy Act 2020
- Canada's PIPEDA
- California Consumer Privacy Act as amended by the CPRA, and other US state privacy laws
- Singapore PDPA

1. Who we are and our role

- OperationsIP is run by Filo Cleano Services Pty Ltd, Unit 1, Level 2, 19 North Terrace, Hackney SA 5069, Australia
- For information a business stores about its own staff and work (timesheets, jobs, locations at clock in), the business is the controller and we are its processor. We act only on its instructions, under the Data Processing Agreement (OIP-LEG-003)
- For our own customer accounts, billing, support and website, we are the controller
- Privacy contact: privacy@operationsip.com

2. What we collect

Information	Examples	From
Account details	Name, email, mobile, role, business name	You or your employer
Work records	Jobs, sites, clock in and out times, corrections and reasons	Created as you use the app
Location	Your device's location at the moment you clock in or out, if your business turns this on	Your device, with your permission
Device and sign-in	A random device ID, device type, sign-in times, IP address	Your device
Billing	Billing contact, plan, invoices. Card details are held by Stripe, never by us	The Owner and Stripe
Support	Messages you send us and notes from support sessions	You and our team

We don't ask for sensitive information such as health, religion or ethnicity. If a business chooses to store it, the business is responsible for having a lawful reason.

3. Why we use it

- To provide OperationsIP: sign-in, jobs, clock in and out, timesheets and the features your business uses (contract, or the business's legitimate interests)
- To keep the platform secure, prevent fraud and enforce the one-device rule (legitimate interests)
- To bill the business and meet tax and accounting laws (contract and legal obligation)
- To provide support, including viewing an account to fix a problem (legitimate interests, logged under Support Access and Account Mirroring Policy (OIP-SEC-003))
- To send service messages. We only send marketing to business contacts who agree, and every marketing email has an unsubscribe link

4. Location information

OperationsIP only reads location at the moment someone clocks in or out, and only if their business turns on location checks. It never tracks people in the background or between clock-ins. Details are in Location Data Policy (OIP-DAT-004).

5. Who can see it

- Within a business: Owners and Admins see their team's records. Staff see their own records and the jobs assigned to them
- Our team: only authorised staff, for support and security, with every support session logged
- Our service providers listed in Sub-processor List (OIP-LEG-008), under written agreements
- Authorities, only where the law requires

We never sell personal information, and we don't share it for cross-context behavioural advertising.

6. Where it is stored and overseas transfers

Our main database is in Sydney, Australia. Some providers process data in other countries, such as the United States. Where data leaves the EU, UK or another country with transfer rules, we use approved safeguards such as the EU Standard Contractual Clauses and the UK Addendum. See International Data Transfers and Data Residency (OIP-DAT-005).

7. How long we keep it

We keep information while the business's account is active and as long as the law requires afterwards, then delete it. Work records of removed staff are kept so businesses can meet employment record laws. See Data Retention, Deletion and Export Policy (OIP-DAT-002).

8. Your rights

- Access, correct or delete your information, or get a copy in a common format
- Object to or restrict some uses, and withdraw consent where we rely on it
- In California and other US states: know, delete, correct and opt out of sale or sharing (we don't sell or share)
- Complain to your privacy regulator, such as the OAIC in Australia, the ICO in the UK, your EU supervisory authority, the Office of the Privacy Commissioner in New Zealand or Canada

If your information is held by your employer in OperationsIP, start with your employer. We will help them answer you. You can also email privacy@operationsip.com. We reply within 30 days, or sooner where the law says. See Privacy Requests Procedure (OIP-DAT-006).

9. Security and breaches

We protect information with the controls in Information Security Policy (OIP-SEC-001). If a breach is likely to cause serious harm, we notify affected businesses, people and regulators as the law requires, following Data Breach and Security Incident Response Plan (OIP-SEC-004).

10. Children

OperationsIP is for businesses and their workers. It isn't directed at children under 16, and we don't knowingly collect their information.

11. Changes

We will post updates here and tell businesses about important changes before they take effect.

Related documents

- Data Processing Agreement (OIP-LEG-003)
- Support Access and Account Mirroring Policy (OIP-SEC-003)
- Location Data Policy (OIP-DAT-004)
- Sub-processor List (OIP-LEG-008)
- International Data Transfers and Data Residency (OIP-DAT-005)
- Data Retention, Deletion and Export Policy (OIP-DAT-002)
- Privacy Requests Procedure (OIP-DAT-006)
- Information Security Policy (OIP-SEC-001)
- Data Breach and Security Incident Response Plan (OIP-SEC-004)

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OperationsIP

OIP-LEG-003 · Version 1.0 · Effective 1 December 2026

Data Processing Agreement

This agreement forms part of the Terms of Service (OIP-LEG-001). It applies when OperationsIP processes personal data on behalf of a customer business, and meets the processor requirements of GDPR Article 28, UK GDPR, the Australian Privacy Act and similar laws.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-003	1.0	1 December 2026	Director	December 2027

Agreement · Legal and customer policies

Legal and standards basis

- GDPR and UK GDPR Article 28
- Privacy Act 1988 (Cth), APP 8 and APP 11
- EU Standard Contractual Clauses (Module 2) and the UK International Data Transfer Addendum

1. Roles

- The customer is the controller of personal data its users enter into OperationsIP
- OperationsIP is the processor and acts only on the customer's documented instructions, which are the Terms, this agreement and the customer's settings
- If we think an instruction breaks the law, we will tell the customer

2. Details of the processing

Item	Details
Subject	Providing the OperationsIP platform

Item	Details
Duration	While the customer has an account, plus the export and deletion periods in Data Retention, Deletion and Export Policy (OIP-DAT-002)
People	The customer's owners, admins, staff and contractors
Data	Contact details, roles, work records, clock in and out times and locations, device IDs, and any data the customer enters
Special categories	None required. The customer must not store them unless it has a lawful basis

3. Our commitments

- Everyone with access is bound by confidentiality
- We apply the security measures in Information Security Policy (OIP-SEC-001) (Annex: technical and organisational measures)
- We help the customer answer data subject requests and carry out impact assessments
- We notify the customer without undue delay, and within 48 hours of confirming a personal data breach that affects its data
- At the end of the service we delete or return the data as set out in Data Retention, Deletion and Export Policy (OIP-DAT-002)
- We make information available to show we comply, and allow reasonable audits once a year with 30 days' notice

4. Sub-processors

The customer authorises the sub-processors listed in Sub-processor List (OIP-LEG-008). We give at least 30 days' notice of a new sub-processor. The customer may object on reasonable data protection grounds, and if we can't resolve the objection the customer may cancel without penalty. We impose the same data protection duties on every sub-processor.

5. International transfers

Where personal data leaves the EEA, UK or Switzerland for a country without an adequacy decision, the EU Standard Contractual Clauses (Module 2, controller to processor) and the UK Addendum apply and are incorporated by reference. See International Data Transfers and Data Residency (OIP-DAT-005).

Related documents

- Data Retention, Deletion and Export Policy (OIP-DAT-002)
- Information Security Policy (OIP-SEC-001)
- Sub-processor List (OIP-LEG-008)
- International Data Transfers and Data Residency (OIP-DAT-005)
- Terms of Service (OIP-LEG-001)

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OperationsIP

OIP-LEG-004 · Version 1.0 · Effective 1 December 2026

Acceptable Use Policy

This policy protects every business on OperationsIP, their staff and the public. It applies to everyone with a login.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-004	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Criminal Code Act 1995 (Cth), Part 10.7 (computer offences)
- Equivalent computer misuse laws in each country

1. Don’t

- Share your login, sign in as someone else or let someone clock in for you
- Try to fake a clock-in time or location, or get around the location check
- Try to access another business's data, test our security without permission, or overload the service
- Upload malware, illegal content, or content that harasses, threatens or discriminates
- Store information you have no right to hold, or use OperationsIP to track people outside work
- Send spam or messages people didn't agree to (see Messaging and SMS Acceptable Use Policy (OIP-PRD-001))
- Resell or white-label OperationsIP without a written agreement with us

2. Security research

If you find a security problem, tell us under Vulnerability Management and Responsible Disclosure (OIP-SEC-005). We won't take action against good-faith research that follows that policy.

3. What happens if this policy is broken

We may remove content, limit features, suspend a user or suspend the business account. Where we can, we will warn the Owner first and explain what needs to change.

Related documents

- Messaging and SMS Acceptable Use Policy (OIP-PRD-001)
- Vulnerability Management and Responsible Disclosure (OIP-SEC-005)

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OperationsIP

OIP-LEG-005 · Version 1.0 · Effective 1 December 2026

Cookie and Local Storage Notice

OperationsIP uses as little browser storage as possible. We don't use advertising or tracking cookies.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-005	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- EU ePrivacy Directive and national rules
- UK Privacy and Electronic Communications Regulations (PECR)

1. What we store on your device

Item	Purpose	Type
Sign-in session	Keeps you signed in securely	Strictly necessary
Device ID	A random ID used for the one-device rule	Strictly necessary
Last business	Opens the business you used last	Functional

Strictly necessary storage doesn't need consent. If we ever add analytics or other optional storage, we will ask first and you can say no.

2. Removing it

Signing out removes your session. You can clear the rest in your browser settings. You will then need to sign in again.

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OperationsIP

OIP-LEG-006 · Version 1.0 · Effective 1 December 2026

Service Level and Support Policy

This policy sets out what businesses can expect from OperationsIP's availability and support.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-006	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Australian Consumer Law guarantees, which this policy doesn't limit

1. Availability

- Target: 99.5% monthly uptime for the business portal and staff app, not counting planned maintenance
- Planned maintenance is announced at least 48 hours ahead and scheduled for quiet hours where possible
- Service status is published at status.operationsip.com once launched

2. Support

Priority	Example	First response target
Urgent	Nobody can sign in or clock in	2 business hours
High	A key feature isn't working for some users	1 business day
Normal	Questions and how-to	2 business days

Priority	Example	First response target
Feature request	Ideas for new features	Reviewed monthly

Support is by email (support@operationsip.com) and in-app requests, in English, during business hours in Adelaide, Australia. Owners and Admins can contact support. Staff should go to their employer first.

3. Contact us

For	Email
Help using OperationsIP	support@operationsip.com
New business, pricing, demos and partnerships	sales@operationsip.com
Billing and refunds	billing@operationsip.com
Privacy requests	privacy@operationsip.com
Security reports	security@operationsip.com

4. Support access to your account

To fix a problem, our support team may view your account as a user sees it. This is view only, recorded in your audit log and governed by Support Access and Account Mirroring Policy (OIP-SEC-003).

5. If we miss the target

If monthly uptime falls below 99.5% for reasons within our control, the Owner can ask for a service credit of 10% of that month's fee, or 25% below 99%. Ask within 30 days at billing@operationsip.com.

Related documents

- Support Access and Account Mirroring Policy (OIP-SEC-003)

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OperationsIP

OIP-LEG-007 · Version 1.0 · Effective 1 December 2026

Billing, Cancellation and Refund Policy

This policy explains how OperationsIP charges, and what happens when a business changes or cancels its plan. Only the Owner can manage billing.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-007	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Australian Consumer Law
- Consumer protection laws in the customer's country
- PCI DSS (card data is handled by Stripe)

1. One plan with every feature

Item	Price (USD)
Plan, covers your first 10 users	US$19.00 per month, or US$171.00 per year (25% off)
Each extra user after 10	US$3.00 per month, or US$27.00 per year (25% off)
Social enterprises and non-profits	50% off the plan and extra users, once we have checked eligibility
Free period	First 12 months for new businesses. No card needed
SMS credits	Bought in advance. Price shown in Billing. No social enterprise discount

Item	Price (USD)
Extra storage	Monthly add-on. Price shown in Billing

Users are the business's staff and admins: active, inactive, archived and invited. There is no limit on the number of users. Storage: 2 GB during the free period and 10 GB once paying.

2. Paying

- The Owner adds a card in Billing. Payments are processed by Stripe. OperationsIP never sees or stores full card numbers
- You can add a card during the free period. You won't be charged until it ends
- The number of extra users billed updates when you add or remove users. Changes are prorated
- Taxes such as GST or VAT are added where required

3. If a payment fails

1. We retry the card and email the Owner
2. The app keeps working while we retry, with a banner asking the Owner to update the card
3. If payment still fails, the business becomes read-only: the Owner can see records, export and pay, and everyone else sees a paused screen
4. If an account stays unpaid for 90 days it may be closed and its data deleted under Data Retention, Deletion and Export Policy (OIP-DAT-002)

4. Switching to annual

Monthly plans can switch to annual in Billing at any time. The annual price is charged straight away, less a credit for the unused part of the current month.

5. Cancelling

- Monthly plans: the plan stays active to the end of the month already paid, then stops. No refund for part months
- Annual plans: the plan stops straight away. The months used are charged at the full monthly price, and the rest of what you paid is refunded to the card. If the months used cost more than you paid, the difference is charged
- Billing shows the exact amounts before you confirm
- After the plan stops, you have 90 days to export your data

Example: 5 users on an annual plan paid US$135. After 4 months they cancel. 4 months x 5 users x US$3 = US$60 is charged, and US$75 is refunded.

6. Add-ons and refunds

- Unused SMS credits don't expire while the account is open. Used credits aren't refundable
- Extra storage can be reduced at any time and is prorated
- If something is our fault, such as a double charge, we refund it in full
- Refunds usually reach the card in 5 to 10 business days
- Nothing here limits rights under consumer laws that can't be excluded

7. Questions

Email billing@operationsip.com or use Billing in the app.

Related documents

- Data Retention, Deletion and Export Policy (OIP-DAT-002)

OperationsIP

OIP-LEG-008 · Version 1.0 · Effective 1 December 2026

Sub-processor List

These providers help us run OperationsIP. Each one is bound by a written agreement with data protection and security terms. We give 30 days' notice before adding a new one (see Data Processing Agreement (OIP-LEG-003)).

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-008	1.0	1 December 2026	Director	December 2027

Register · Legal and customer policies

Legal and standards basis

- GDPR and UK GDPR Article 28(2) and 28(4)
- Privacy Act 1988 (Cth), APP 8

1. Current providers

Provider	What it does	Data location
Supabase	Database, sign-in, file storage and server functions	Sydney, Australia (AWS ap-southeast-2)
Amazon Web Services	Infrastructure used by Supabase	Sydney, Australia
Netlify	Hosting for the app and websites	Global content delivery network, United States company
Stripe	Subscription payments and invoices	United States and other Stripe regions
Email delivery provider	Sends sign-in and service emails	Named here before launch

Provider	What it does	Data location
SMS provider	Sends text messages (when SMS launches)	Named here before SMS launches

2. Integrations you choose

When a business connects its own accounting or payment account, such as Xero, QuickBooks, Stripe or Square, that provider is the business's own provider, under the business's agreement with it. See Integrations and Payments Policy (OIP-PRD-003).

Related documents

- Integrations and Payments Policy (OIP-PRD-003)
- Data Processing Agreement (OIP-LEG-003)

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OperationsIP

OIP-LEG-009 · Version 1.0 · Effective 1 December 2026

Accessibility Statement

We want everyone to be able to use OperationsIP, including people with disability.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-009	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Disability Discrimination Act 1992 (Cth)
- Web Content Accessibility Guidelines (WCAG) 2.2
- European Accessibility Act
- Americans with Disabilities Act

1. Our target

- WCAG 2.2 level AA for the business portal, staff app and documents
- Buttons at least 44 pixels high, readable colour contrast, labels on every form field, and keyboard access
- Plain English throughout

2. Known gaps

We are still testing with screen readers across all pages. If something doesn't work for you, tell us and we will help and fix it.

3. Contact

Email support@operationsip.com with "Accessibility" in the subject.

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OperationsIP

OIP-SEC-001 · Version 1.0 · Effective 1 December 2026

Information Security Policy

This policy sets out how OperationsIP protects the information customers trust us with. It also serves as the technical and organisational measures annex to the Data Processing Agreement (OIP-LEG-003).

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-001	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- Privacy Act 1988 (Cth), APP 11
- GDPR Article 32
- ISO/IEC 27001:2022 (target certification)
- SOC 2 Trust Services Criteria (target report)
- ASD Essential Eight
- OWASP Application Security Verification Standard

1. Purpose and scope

It covers the OperationsIP platform, everyone who works on it (including contractors), every system that stores or processes customer data, and our service providers through written agreements.

2. Roles

Role	Responsibility
Director	Owns this policy, approves risks and changes

Role	Responsibility
Security lead	Runs the controls, reviews logs and leads incident response
Everyone	Follows Staff Security and Acceptable Use (OperationsIP team) (OIP-SEC-009) and reports concerns straight away

3. Key controls

Control	How we do it
Data separation	Every row of data belongs to one business. Database row-level security stops any business seeing another's data, even if the app has a fault
Access	Least privilege by role. Owner, Admin and Staff roles in each business. OperationsIP staff use two-factor sign-in
Sign-in	Passwords are hashed by our sign-in provider. One device per login (Owners and Admins: one phone and one computer). See Access Control and Sign-in Policy (OIP-SEC-002)
Encryption	TLS 1.2 or higher in transit. Data encrypted at rest by our database provider
Locked records	Clock-in times come from our servers and can't be edited. Corrections are added with a reason, and the original stays
Secrets	Payment and integration keys are stored on the server only, never in the app
Logging	Important actions, including support sessions and billing changes, are written to an audit log that can't be edited from the app
Backups	Daily backups and point-in-time recovery. See Backup, Business Continuity and Disaster Recovery Plan (OIP-SEC-007)
Change control	Code changes are reviewed and tested before release. See Secure Development and Change Management (OIP-SEC-006)
Suppliers	Providers are assessed before use and reviewed yearly. See Supplier and Third-Party Risk Policy (OIP-SEC-008)

4. Risk management

We keep a risk register, review it every quarter and after any incident, and treat risks by priority. New features get a privacy and security review before release.

5. Testing and assurance

- Automated security checks on the database after each change
- An independent penetration test before launch and every year after
- Working towards ISO 27001 certification and a SOC 2 report as the business grows

6. Breaches of this policy

Breaches are investigated and may lead to removal of access and disciplinary action. Security incidents follow Data Breach and Security Incident Response Plan (OIP-SEC-004).

Related documents

- Staff Security and Acceptable Use (OperationsIP team) (OIP-SEC-009)
- Access Control and Sign-in Policy (OIP-SEC-002)
- Backup, Business Continuity and Disaster Recovery Plan (OIP-SEC-007)
- Secure Development and Change Management (OIP-SEC-006)
- Supplier and Third-Party Risk Policy (OIP-SEC-008)
- Data Breach and Security Incident Response Plan (OIP-SEC-004)
- Data Processing Agreement (OIP-LEG-003)

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OperationsIP

OIP-SEC-002 · Version 1.0 · Effective 1 December 2026

Access Control and Sign-in Policy

This policy explains who can see and do what in OperationsIP, and how sign-in is protected.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-002	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- GDPR Article 32
- Privacy Act 1988 (Cth), APP 11
- ISO/IEC 27001:2022 Annex A 5.15 to 5.18 and 8.5

1. Roles in a business

Role	Can do
Owner	Everything, including billing, branding and adding or changing Admins. There is one Owner per business
Admin	Run the business day to day: jobs, sites, team, timesheets, corrections and settings. Can't manage billing or other Admins
Staff	See their own jobs and hours, clock in and out, read policies

Businesses can add custom permission levels as that feature is released. Only active users can sign in.

2. OperationsIP roles

Role	Can do
Super Admin	Manage customers, platform settings, prices and demo businesses
Support	View a customer's account as a user sees it, to fix problems (see Support Access and Account Mirroring Policy (OIP-SEC-003))

OperationsIP staff sign in through a separate admin portal with two-factor sign-in.

3. Passwords and two-factor sign-in

- At least 8 characters. We encourage a passphrase
- Never reuse an OperationsIP password elsewhere, or share it
- Two-factor sign-in is required for OperationsIP staff and recommended for Owners and Admins as it is released

4. One device at a time

- Each login works on one device at a time. Owners and Admins can use one phone and one computer
- Signing in on another device signs the old one out within a minute, with a message explaining why
- This stops logins being shared and makes it clear who did what

5. Joining, changing and leaving

- Owners and Admins add users by email. The user gets access when they create an account with that email
- Access changes take effect straight away
- When someone leaves, the business marks them inactive, archives them or removes them. Removing takes away their login and contact details but keeps work records (see Data Retention, Deletion and Export Policy (OIP-DAT-002))

Related documents

- Support Access and Account Mirroring Policy (OIP-SEC-003)
- Data Retention, Deletion and Export Policy (OIP-DAT-002)

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OperationsIP

OIP-SEC-003 · Version 1.0 · Effective 1 December 2026

Support Access and Account Mirroring Policy

To fix problems quickly, OperationsIP support staff can view a business's account exactly as one of its users sees it. This is called mirroring. This policy sets the rules.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-003	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- GDPR Articles 28 and 32
- Privacy Act 1988 (Cth), APP 6 and APP 11

1. The rules

- Only Super Admin and Support staff can mirror, from the OperationsIP admin portal
- A reason must be entered before every session, such as a ticket number
- Mirroring is view only. Buttons that change data are switched off
- A banner shows the session is active, and staff end it when done
- No customer approval is needed, so problems can be fixed fast, but every session is logged

2. What is logged

Each session records who started it, the business and user viewed, the reason, and the start and end times. The start and end are also written to the business's own audit log, so Owners and Admins can see them.

3. Reviews

The Director reviews the support session log every month. Mirroring without a valid support reason is a serious breach of Staff Security and Acceptable Use (OperationsIP team) (OIP-SEC-009).

4. Demo businesses

Support staff can create demo businesses with made-up data for training and sales. Demo businesses are never charged and never contain real customer data.

Related documents

- Staff Security and Acceptable Use (OperationsIP team) (OIP-SEC-009)

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OperationsIP

OIP-SEC-004 · Version 1.0 · Effective 1 December 2026

Data Breach and Security Incident Response Plan

This plan explains how OperationsIP responds to a security incident or a suspected data breach, including how and when we tell customers, people and regulators.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-004	1.0	1 December 2026	Director	December 2027

Plan · Security

Legal and standards basis

- Notifiable Data Breaches scheme, Privacy Act 1988 (Cth) Part IIIC
- GDPR Articles 33 and 34 (72 hours to the supervisory authority)
- UK GDPR
- New Zealand Privacy Act 2020 (notifiable privacy breaches)
- Canada PIPEDA breach reporting
- US state breach notification laws

1. Report it straight away

Anyone who suspects an incident tells the Security lead immediately at security@operationsip.com. Customers can report problems the same way.

2. Our response

1. Contain: stop the problem, for example by signing users out, revoking keys or blocking access
2. Assess: within 30 days at the latest, and as fast as we can, work out what happened, what data and which businesses are affected, and whether serious harm is likely

3. Notify customers: tell affected businesses without undue delay, and within 48 hours of confirming a breach of their data
4. Notify regulators and people: where the law requires, notify the OAIC, the relevant EU or UK authority within 72 hours of becoming aware, and other regulators within their timeframes. Tell affected people what happened and what they can do
5. Recover: restore from backup if needed and check systems are clean
6. Review: record lessons learned and fix the root cause within 30 days

3. Who does what

Role	Task
Security lead	Leads the response and keeps the incident record
Director	Approves notifications and talks to customers and regulators
Developers	Contain, investigate and fix

4. Useful contacts

- Australian Cyber Security Centre: 1300 292 371
- OAIC: oaic.gov.au
- UK ICO: ico.org.uk
- Supabase, Netlify and Stripe security teams through their support channels

5. Records and testing

Every incident and near miss is recorded. We test this plan at least once a year.

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OperationsIP

OIP-SEC-005 · Version 1.0 · Effective 1 December 2026

Vulnerability Management and Responsible Disclosure

We look for security weaknesses before attackers do, and we welcome reports from customers and researchers.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-005	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- ISO/IEC 29147 (vulnerability disclosure)
- ISO/IEC 27001:2022 Annex A 8.8

1. How we find weaknesses

- Automated security and performance checks on the database after every change
- Dependency updates reviewed each month
- An independent penetration test every year and before major releases

2. How fast we fix them

Severity	Fix target
Critical	48 hours
High	7 days
Medium	30 days
Low	90 days or next planned release

3. Reporting a vulnerability

- Email security@operationsip.com with what you found and how to reproduce it
- Only test with your own account or a demo business. Don't access other businesses' data, don't disrupt the service and don't use social engineering
- Give us reasonable time to fix it before telling anyone else
- We acknowledge reports within 3 business days and keep you updated
- We won't take legal action against good-faith research that follows these rules

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OperationsIP

OIP-SEC-006 · Version 1.0 · Effective 1 December 2026

Secure Development and Change Management

This policy covers how code and database changes are made, reviewed, tested and released.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-006	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- OWASP ASVS and Top 10
- ISO/IEC 27001:2022 Annex A 8.25 to 8.32

1. Rules

- All code is kept in version control. Changes go through review before release
- Business rules that matter for security, such as locked clock times, the user limit and billing fields, are enforced in the database, not only in the app
- Every change is tested on a staging copy before release
- Database changes are made as numbered migrations and checked with automated security checks
- Secrets are never stored in code
- Releases can be rolled back

2. Emergency changes

Urgent security fixes may skip normal scheduling but are still reviewed and recorded within one business day.

3. Ownership of code

All code, designs and documents belong to Filo Cleano Services Pty Ltd. Everyone who works on OperationsIP signs a written agreement assigning their work to the company.

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OperationsIP

OIP-SEC-007 · Version 1.0 · Effective 1 December 2026

Backup, Business Continuity and Disaster Recovery Plan

This plan explains how OperationsIP is backed up and how we recover from a major outage.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-007	1.0	1 December 2026	Director	December 2027

Plan · Security

Legal and standards basis

- ISO/IEC 27001:2022 Annex A 5.29, 5.30 and 8.13
- ISO 22301 (guidance)

1. Backups

- Daily backups of the database, plus point-in-time recovery
- Backups are encrypted and kept for up to 30 days, then overwritten
- We test a restore at least every 6 months

2. Recovery targets

Measure	Target
Recovery time (back online)	8 hours for a major outage
Recovery point (data lost at most)	1 hour

3. If a provider has an outage

1. We confirm the cause and post an update on the status page

2. We tell affected Owners by email
3. We restore service from backup or a different region if the outage is long
4. We review and improve the plan after

4. Customers' own continuity

Businesses can export timesheets to CSV at any time. We recommend exporting before each pay run.

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OperationsIP

OIP-SEC-008 · Version 1.0 · Effective 1 December 2026

Supplier and Third-Party Risk Policy

Every provider that touches customer data is checked before we use it and reviewed every year.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-008	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- GDPR Article 28
- Privacy Act 1988 (Cth), APP 8
- ISO/IEC 27001:2022 Annex A 5.19 to 5.23

1. Before we use a provider

- Check its security certifications, such as SOC 2 or ISO 27001
- Sign a data processing agreement with suitable transfer safeguards
- Confirm where data is stored
- Add it to Sub-processor List (OIP-LEG-008) and give customers 30 days' notice

2. Every year

We review each provider's certifications, incidents and terms, and replace any that no longer meet our standards.

Related documents

- Sub-processor List (OIP-LEG-008)

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OperationsIP

OIP-SEC-009 · Version 1.0 · Effective 1 December 2026

Staff Security and Acceptable Use (OperationsIP team)

This policy applies to OperationsIP's own directors, staff and contractors.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-009	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- Privacy Act 1988 (Cth)
- ASD Essential Eight guidance
- ISO/IEC 27001:2022 Annex A 6 and 8.1

1. Devices and accounts

- Keep work devices locked, encrypted and updated
- Use two-factor sign-in on every work account
- Use a password manager. Never reuse or share passwords
- Report a lost device straight away so access can be revoked

2. Customer data

- Only access customer data for a real support or security reason
- Never copy customer data to personal devices, email or chat tools
- Use demo businesses for training, testing and sales

3. Scams and incidents

Be wary of unexpected requests for passwords, payments or bank changes. Report anything suspicious to the Security lead under Data Breach and Security Incident Response Plan (OIP-SEC-004).

4. Onboarding and leaving

New team members sign confidentiality and IP agreements and complete security training. Access is removed on their last day.

Related documents

- Data Breach and Security Incident Response Plan (OIP-SEC-004)

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OperationsIP

OIP-DAT-001 · Version 1.0 · Effective 1 December 2026

Data Classification and Handling Standard

Not all data is equally sensitive. This standard sets four levels and the handling rules for each.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-001	1.0	1 December 2026	Director	December 2027

Standard · Data and files

Legal and standards basis

- ISO/IEC 27001:2022 Annex A 5.12 and 5.13

1. Levels

Level	Examples	Handling
Public	Website, published policies	Can be shared freely
Internal	Roadmaps, internal guides	OperationsIP team only
Confidential	Customer business data, staff names, timesheets, locations, invoices	Need to know. Encrypted. Never in personal tools
Restricted	Passwords, payment and integration keys, security logs	Security lead and systems only. Stored as secrets

2. Rules

- Card numbers are never stored by OperationsIP. Stripe handles them
- Restricted data is never sent by email or chat

- Confidential data is shared outside OperationsIP only with the customer, its authorised users, or as the law requires

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OperationsIP

OIP-DAT-002 · Version 1.0 · Effective 1 December 2026

Data Retention, Deletion and Export Policy

We keep data only as long as it is needed, and help businesses meet their own record-keeping laws.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-002	1.0	1 December 2026	Director	December 2027

Policy · Data and files

Legal and standards basis

- Fair Work Act 2009 (Cth) and Fair Work Regulations 2009, reg 3.31 (employee records kept 7 years)
- GDPR Article 5(1)(e) (storage limitation)
- Tax record laws in each country

1. How long we keep data

Data	Kept for
Business account and settings	While the account is open, then 90 days for export
Work records (jobs, timesheets, corrections)	While the account is open. Businesses must keep employee records for as long as their law requires (7 years in Australia), so export before closing
Records of removed users	Kept with the business's work records. Login and contact details are deleted when the user is removed

Data	Kept for
Before and after photos	For the number of days each business sets, then deleted automatically (when photos are released)
Audit log and support session log	While the account is open, then deleted with the account
Invoices and billing records	7 years, for tax law
Backups	Up to 30 days, then overwritten

2. Removing a user

When a business removes a user, the user can no longer sign in and their contact details are deleted. Their timesheets and job history stay, because employers must keep work records. Archiving or marking inactive hides a user and keeps everything.

3. Exporting

Owners and Admins can download timesheets as CSV at any time. A full business export is available on request, and in the app as that feature is released.

4. Closing an account

1. The plan ends or the Owner asks us to close the account
2. The business has 90 days to export its data
3. We then delete the business's data from the live system within 30 days
4. Backups containing it are overwritten within the following 30 days
5. We keep invoices for 7 years for tax law

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OperationsIP

OIP-DAT-003 · Version 1.0 · Effective 1 December 2026

Files, Photos and Storage Policy

Businesses can store files and before and after photos in OperationsIP as those features are released. This policy sets the rules.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-003	1.0	1 December 2026	Director	December 2027

Policy · Data and files

Legal and standards basis

- Privacy Act 1988 (Cth), APP 11
- GDPR Articles 5 and 32

1. Storage

- Files are stored in private storage. Each business can only reach its own files
- Storage allowance: 2 GB during the free period, 10 GB on a paid plan. Owners can buy extra storage in Billing
- When a business reaches its limit, new uploads stop until space is freed or more storage is added. Nothing is deleted without warning

2. Automatic photo deletion

Each business chooses how many days to keep before and after photos (Settings, Clock-in rules). Photos older than that are deleted automatically. The default is 90 days.

3. What not to upload

- Photos of people, children, ID documents, keys or alarm codes unless there is a clear work reason and permission

- Anything illegal or that you don't have the right to store
- Files with malware. Uploads may be scanned and blocked

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OperationsIP

OIP-DAT-004 · Version 1.0 · Effective 1 December 2026

Location Data Policy

Location helps businesses confirm staff are on site. OperationsIP uses it as little as possible.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-004	1.0	1 December 2026	Director	December 2027

Policy · Data and files

Legal and standards basis

- Privacy Act 1988 (Cth)
- GDPR and UK GDPR
- Workplace Surveillance Act 2005 (NSW) and similar state laws
- US state laws on employee monitoring

1. When location is read

- Only at the moment someone clocks in or clocks out
- Never in the background, between clock-ins or outside work
- Only if the business turns on location checks, or the staff member allows it

2. Business settings

Setting	Choices
Require location	On: the app won't work for staff until location is turned on. Off: location is used if available
Site radius	How close to the site someone must be, set per site or as a default (200 metres to start)

Setting	Choices
Outside the radius	Allow but flag for an Admin, block the clock-in, or don't check

3. Who sees it

Owners and Admins see whether a clock-in was inside the radius and how far away it was. Staff see their own records.

4. The business's duties

Businesses that turn on location must tell their staff, in writing, before they start, and follow local workplace surveillance laws. A sample notice is in the Owner Guide (OIP-GDE-002).

Related documents

- Owner Guide (OIP-GDE-002)

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OperationsIP

OIP-DAT-005 · Version 1.0 · Effective 1 December 2026

International Data Transfers and Data Residency

OperationsIP is offered worldwide. This policy explains where data lives and the safeguards when it crosses borders.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-005	1.0	1 December 2026	Director	December 2027

Policy · Data and files

Legal and standards basis

- GDPR Chapter V and UK GDPR
- Privacy Act 1988 (Cth), APP 8
- EU Standard Contractual Clauses (2021/914) and UK Addendum

1. Where data lives

The main database and files are stored in Sydney, Australia. Our providers and their locations are listed in Sub-processor List (OIP-LEG-008).

2. Safeguards

- The EU has not yet made an adequacy decision for Australia, so transfers from the EEA rely on the EU Standard Contractual Clauses. The UK Addendum covers UK transfers
- We assess the laws of each destination country before transferring
- Data is encrypted in transit and at rest

3. Regional hosting

Businesses that need data kept in their own region, such as the EU or US, can ask us. As OperationsIP grows we plan to offer regional databases.

Related documents

- Sub-processor List (OIP-LEG-008)

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OperationsIP

OIP-DAT-006 · Version 1.0 · Effective 1 December 2026

Privacy Requests Procedure

This procedure explains how individuals and businesses make privacy requests, and how quickly we respond.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-006	1.0	1 December 2026	Director	December 2027

Procedure · Data and files

Legal and standards basis

- Privacy Act 1988 (Cth), APP 12 and 13
- GDPR Articles 12 to 22
- CCPA/CPRA
- PIPEDA

1. Who handles it

- Data a business holds about its staff: the business handles it, and we help
- Our own customer and website data: we handle it at privacy@operationsip.com

2. Steps

1. Receive the request and record it
2. Check the person's identity
3. Find the data and confirm which business controls it
4. Act on it: give a copy, correct, export or delete, unless the law lets or requires us to keep it
5. Reply within 30 days (one month under GDPR, 45 days under CCPA), and explain any refusal

3. No charge

Requests are free unless they are clearly unreasonable or repeated.

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OperationsIP

OIP-PRD-001 · Version 1.0 · Effective 1 December 2026

Messaging and SMS Acceptable Use Policy

Emails and text messages sent through OperationsIP come from OperationsIP's sending services. To protect everyone's ability to send, these rules apply to every business.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-PRD-001	1.0	1 December 2026	Director	December 2027

Policy · Product policies

Legal and standards basis

- Spam Act 2003 (Cth)
- US CAN-SPAM Act and Telephone Consumer Protection Act (TCPA)
- Canada's Anti-Spam Legislation (CASL)
- UK PECR and EU ePrivacy rules
- Mobile carrier sender ID and registration rules in each country

1. Allowed

- Service messages to your staff, such as shift reminders and changes
- Service messages to your customers, such as booking confirmations and arrival notices
- Marketing only to people who clearly agreed to receive it, with a way to opt out

2. Not allowed

- Messages to purchased or scraped lists
- Misleading sender names or content
- Phishing, scams, illegal content or harassment
- Messages at night to someone's local time, unless urgent

3. Every message must

- Clearly identify your business
- Include a way to opt out (for marketing, and for texts reply STOP)
- Respect opt-outs within 5 business days, or straight away for texts

4. Limits and enforcement

We set sending limits, check for unusual volumes and may pause sending while we check. Repeated abuse leads to sending being removed. SMS credits used on messages that break this policy aren't refunded.

5. Sender registration

Some countries require sender names or numbers to be registered. We handle registration for OperationsIP's numbers. Businesses must give accurate business details when asked.

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OperationsIP

OIP-PRD-002 · Version 1.0 · Effective 1 December 2026

Responsible AI Policy

OperationsIP may offer AI features, such as help answers, drafting and summaries. This policy explains how we use AI responsibly.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-PRD-002	1.0	1 December 2026	Director	December 2027

Policy · Product policies

Legal and standards basis

- EU AI Act (transparency duties)
- Australia's AI Ethics Principles
- GDPR Article 22 (automated decisions)

1. Principles

- AI helps people; it doesn't make decisions about staff, such as pay, hiring or discipline
- AI features are clearly labelled, and their answers can be wrong, so people check them
- Customer data is sent to an AI provider only to answer that request, under a written agreement that stops the provider training its models on it
- Businesses can turn AI features off

2. Providers

Any AI provider is listed in Sub-processor List (OIP-LEG-008) before its feature is released.

Related documents

- Sub-processor List (OIP-LEG-008)

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OperationsIP

OIP-PRD-003 · Version 1.0 · Effective 1 December 2026

Integrations and Payments Policy

Businesses can connect their own systems, such as Xero, QuickBooks, Stripe and Square, as those integrations are released. They connect them themselves, in Settings.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-PRD-003	1.0	1 December 2026	Director	December 2027

Policy · Product policies

Legal and standards basis

- PCI DSS
- Privacy Act 1988 (Cth)
- GDPR

1. How connections work

- The Owner or an Admin connects an account using that provider's own sign-in (OAuth). We never see the password
- Connection keys are stored on the server, encrypted, and never shown in the app
- A business can disconnect at any time. We then delete the keys

2. Payment links

Businesses can create payment links for their own customers using their own Stripe or Square account. Money goes straight to the business. OperationsIP doesn't hold the funds or see card numbers.

3. Responsibility

Each connected provider is the business's own provider, under the business's own agreement. The business is responsible for the data it chooses to send to them.

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OperationsIP

OIP-GOV-001 · Version 1.0 · Effective 1 December 2026

Document Control and Policy Register

This register lists every controlled OperationsIP document. Policies are reviewed at least once a year, after any serious incident, and when laws change.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GOV-001	1.0	1 December 2026	Director	December 2027

Register · Governance

Legal and standards basis

- ISO/IEC 27001:2022 clause 7.5 (documented information)

1. How documents are controlled

- Each document has an ID, version, owner, effective date and next review date
- The web version is the current version. Printed copies are uncontrolled
- Changes are approved by the Director and recorded with a new version number

2. Register

ID	Title	Type	Version	Next review
OIP-DAT-001	Data Classification and Handling Standard	Standard	1.0	December 2027
OIP-DAT-002	Data Retention, Deletion and Export Policy	Policy	1.0	December 2027
OIP-DAT-003	Files, Photos and Storage Policy	Policy	1.0	December 2027

ID	Title	Type	Version	Next review
OIP-DAT-004	Location Data Policy	Policy	1.0	December 2027
OIP-DAT-005	International Data Transfers and Data Residency	Policy	1.0	December 2027
OIP-DAT-006	Privacy Requests Procedure	Procedure	1.0	December 2027
OIP-GDE-001	Getting Started with OperationsIP	Guide	1.0	December 2027
OIP-GDE-002	Owner Guide	Guide	1.0	December 2027
OIP-GDE-003	Admin Guide	Guide	1.0	December 2027
OIP-GDE-004	Staff Guide	Guide	1.0	December 2027
OIP-GDE-005	Super Admin Guide (OperationsIP team)	Guide	1.0	December 2027
OIP-GDE-006	Support Team Guide (OperationsIP team)	Guide	1.0	December 2027
OIP-GDE-010	Jobs Guide	Guide	1.0	December 2027
OIP-GDE-011	Sites and Location Rules Guide	Guide	1.0	December 2027
OIP-GDE-012	Team, Roles and User Limit Guide	Guide	1.0	December 2027
OIP-GDE-013	Timesheets and Corrections Guide	Guide	1.0	December 2027
OIP-GDE-014	Settings and Branding Guide	Guide	1.0	December 2027
OIP-GDE-015	Billing and Subscription Guide	Guide	1.0	December 2027

ID	Title	Type	Version	Next review
OIP-GDE-016	Service Types Guide	Guide	1.0	December 2027
OIP-GDE-017	Signing In and Security Guide	Guide	1.0	December 2027
OIP-GDE-018	Troubleshooting and FAQ	Guide	1.0	December 2027
OIP-GOV-001	Document Control and Policy Register	Register	1.0	December 2027
OIP-GOV-002	Complaints and Customer Feedback Policy	Policy	1.0	December 2027
OIP-LEG-001	Terms of Service	Agreement	1.0	December 2027
OIP-LEG-002	Privacy Policy	Policy	1.0	December 2027
OIP-LEG-003	Data Processing Agreement	Agreement	1.0	December 2027
OIP-LEG-004	Acceptable Use Policy	Policy	1.0	December 2027
OIP-LEG-005	Cookie and Local Storage Notice	Policy	1.0	December 2027
OIP-LEG-006	Service Level and Support Policy	Policy	1.0	December 2027
OIP-LEG-007	Billing, Cancellation and Refund Policy	Policy	1.0	December 2027
OIP-LEG-008	Sub-processor List	Register	1.0	December 2027
OIP-LEG-009	Accessibility Statement	Policy	1.0	December 2027
OIP-PRD-001	Messaging and SMS Acceptable Use Policy	Policy	1.0	December 2027

ID	Title	Type	Version	Next review
OIP-PRD-002	Responsible AI Policy	Policy	1.0	December 2027
OIP-PRD-003	Integrations and Payments Policy	Policy	1.0	December 2027
OIP-SEC-001	Information Security Policy	Policy	1.0	December 2027
OIP-SEC-002	Access Control and Sign-in Policy	Policy	1.0	December 2027
OIP-SEC-003	Support Access and Account Mirroring Policy	Policy	1.0	December 2027
OIP-SEC-004	Data Breach and Security Incident Response Plan	Plan	1.0	December 2027
OIP-SEC-005	Vulnerability Management and Responsible Disclosure	Policy	1.0	December 2027
OIP-SEC-006	Secure Development and Change Management	Policy	1.0	December 2027
OIP-SEC-007	Backup, Business Continuity and Disaster Recovery Plan	Plan	1.0	December 2027
OIP-SEC-008	Supplier and Third-Party Risk Policy	Policy	1.0	December 2027
OIP-SEC-009	Staff Security and Acceptable Use (OperationsIP team)	Policy	1.0	December 2027

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OperationsIP

OIP-GOV-002 · Version 1.0 · Effective 1 December 2026

Complaints and Customer Feedback Policy

We want to hear when something isn't right, so we can fix it.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GOV-002	1.0	1 December 2026	Director	December 2027

Policy · Governance

Legal and standards basis

- Australian Consumer Law
- AS 10002:2022 Guidelines for complaint management

1. How to complain

- Email support@operationsip.com with "Complaint" in the subject
- Staff of a business should raise work issues with their employer first. Complaints about OperationsIP itself can come straight to us
- Privacy complaints go to privacy@operationsip.com

2. What we do

1. Acknowledge within 2 business days
2. Investigate and keep you updated
3. Give you an answer within 20 business days, or tell you why we need longer
4. If you're not satisfied, the Director reviews it

3. If you’re still not satisfied

You can contact your local consumer or privacy regulator, such as the ACCC, your state fair trading office or the OAIC in Australia.

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