OperationsIP

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.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
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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