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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