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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