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 |
|---|---|---|---|---|
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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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