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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