

SERVICEFLOW

WEBSITE TERMS OF USE

Effective Date: 24/10/2026

Last Updated: 24/10/2026

Company: SERVICEFLOW PTY LTD

ACN: 703 504 689

Website: Serviceflow.net.au

1. Introduction

- 1.1. These Website Terms of Use ("Terms") govern access to and use of the ServiceFlow public website ("Website"), operated by SERVICEFLOW PTY LTD (ACN 703 504 689), trading as ServiceFlow ("ServiceFlow", "we", "us" or "our").
- 1.2. By accessing or using the Website, you agree to comply with these Terms. If you do not agree, you should discontinue using the Website.
- 1.3. These Terms apply to visitors, prospective customers, business representatives and other persons accessing the Website.
- 1.4. These Terms govern the public Website only. Use of the ServiceFlow software platform, including customer accounts, technician applications and subscription services, is governed by separate agreements.
- 1.5. Nothing in these Terms excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded under Australian law.

2. Website Purpose

- 2.1. The Website provides information about ServiceFlow, including its software products, features, potential applications, availability and business services.
- 2.2. Information published on the Website is provided for general informational and promotional purposes.
- 2.3. ServiceFlow may update, modify, remove or introduce Website content and functionality as its products and services develop.
- 2.4. Descriptions of planned, proposed, experimental or upcoming functionality do not constitute a commitment to deliver those features unless expressly agreed in a separate written agreement.
- 2.5. Website information does not constitute professional, legal, regulatory, financial or technical advice specific to a visitor's circumstances.
- 2.6. ServiceFlow does not guarantee that use of its products will, by itself, satisfy the legal, regulatory, licensing or industry-specific obligations of any business.

3. Website Access and Acceptable Use

- 3.1. Visitors may access and use the Website for lawful personal or business purposes connected with obtaining information about ServiceFlow and its products.
- 3.2. Users must not:
 - Access or attempt to access restricted systems, accounts, databases or administrative functions without authorisation.
 - Interfere with the security, performance, operation or availability of the Website.
 - Introduce malware, viruses, malicious code or other harmful technology.

- Attempt to bypass authentication, security measures, access restrictions or rate limits.
 - Conduct unauthorised security testing, scanning, exploitation or automated attacks.
 - Use automated tools to extract substantial Website content or place unreasonable demands on Website infrastructure without authorisation.
 - Copy, distribute, reproduce or commercially exploit Website materials without permission, except where permitted by law.
 - Use the Website for fraudulent, deceptive, unlawful or misleading activities.
 - Impersonate ServiceFlow, its representatives or another person or organisation.
 - Submit unlawful, threatening, defamatory or otherwise harmful material through Website forms.
- 3.3. Ordinary use of search engines to index publicly accessible Website pages is permitted, subject to applicable technical restrictions.
- 3.4. ServiceFlow may take reasonable technical or legal measures to prevent suspected misuse, unauthorised access or security threats.

4. Intellectual Property

- 4.1. Unless otherwise stated, ServiceFlow or its licensors own or hold the rights to the Website and its original content, including:
- Business names, logos, trademarks and branding.
 - Website designs, layouts and visual elements.
 - Software, code and technical components.
 - Written content, graphics and documentation.
 - Product demonstrations, illustrations and other original materials.
- 4.2. Visitors receive a limited, non-exclusive, non-transferable and revocable permission to access and view Website content for legitimate personal or internal business purposes.
- 4.3. No ownership or intellectual property rights are transferred through use of the Website.
- 4.4. Visitors must not use ServiceFlow branding in a manner that suggests sponsorship, partnership, endorsement or affiliation without prior written authorisation.
- 4.5. Nothing in these Terms limits any rights available under applicable copyright or intellectual property laws.

5. Enquiries, Demonstrations and Submitted Information

- 5.1. The Website may provide contact forms, demonstration requests, registration-of-interest forms or other communication functions.
- 5.2. Users submitting information must ensure that it is accurate to the best of their knowledge and that they have the necessary authority to provide it.
- 5.3. Users must not knowingly submit information that infringes another person's rights or contains unlawful or malicious material.
- 5.4. Submission of an enquiry, registration of interest or demonstration request does not automatically establish a customer relationship or create a binding subscription agreement.
- 5.5. ServiceFlow is not obliged to accept every enquiry or provide services to every prospective customer, subject to applicable law.
- 5.6. ServiceFlow may use submitted contact information to respond to enquiries, arrange demonstrations and communicate regarding requested services, in accordance with its Privacy Policy and applicable law.
- 5.7. Users should not submit passwords, financial credentials, sensitive personal information or confidential business information through general enquiry forms unless ServiceFlow has expressly requested that information through an appropriate secure process.

- 5.8. Ownership of information submitted by users remains with the relevant owner. Users grant ServiceFlow permission to process that information to the extent reasonably necessary to respond to their enquiry or provide the requested communication.

6. Product Information

- 6.1. Product descriptions, demonstrations, screenshots and illustrations are provided to explain the general purpose and capabilities of ServiceFlow.
- 6.2. Certain features may vary depending on product versions, configurations, integrations and availability.
- 6.3. Nothing published on the Website overrides the express terms of an executed agreement, except where doing so would be contrary to applicable law.
- 6.4. ServiceFlow will take reasonable steps to ensure published product information is accurate and to correct identified errors.

7. Third-Party Websites and Services

- 7.1. The Website may contain links to external websites, third-party services, resources or organisations.
- 7.2. Unless expressly stated, the inclusion of a third-party link does not constitute endorsement, sponsorship or approval by ServiceFlow.
- 7.3. External websites and services are operated independently and may be subject to their own terms, privacy policies and security practices.
- 7.4. ServiceFlow does not control the content, operation or security of independent third-party websites.
- 7.5. To the extent permitted by law, ServiceFlow is not responsible for losses arising from third-party websites or services that are outside its reasonable control.

8. Maps, Address Search and Location Information

- 8.1. The Website may offer interactive maps, location displays, address searches, geocoding, reverse geocoding or related location-based information for general reference purposes.
- 8.2. These features may rely on third-party technologies and data, including OpenFreeMap for map display, OpenStreetMap data and the public Nominatim service operated by the OpenStreetMap Foundation for address and location searches. ServiceFlow does not own or operate these independent third-party services.
- 8.3. Map data, address matches, place names, coordinates, geographical features and other location information may be incomplete, outdated, unavailable or inaccurate. A displayed location or search result is not a guarantee of its accuracy, existence, accessibility or suitability.
- 8.4. Mapping and location information is not a substitute for official records, property boundary surveys, professional assessments, emergency information or safety-critical navigation and dispatch decisions. Visitors should independently verify material location information with appropriate authoritative sources before relying on it.
- 8.5. ServiceFlow may reasonably modify, limit, suspend or replace mapping or geocoding functions where necessary because of technical requirements, security, service interruptions or changes to third-party provider terms or access arrangements.
- 8.6. Rights in third-party maps, map data, tiles and related materials remain with their respective owners and licensors. Visitors must retain applicable attribution and licence notices and must not remove or obscure those notices. OpenStreetMap data is made available under the Open Database License (ODbL); use or redistribution of that data may be subject to attribution and other licence conditions.
- 8.7. Visitors must not misuse Website mapping or address-search features through unauthorised automated extraction, systematic harvesting, excessive or abusive requests, attempts to bypass technical limits or other conduct contrary to applicable law or relevant provider usage policies.

- 8.8. When third-party mapping or geocoding services are requested, information such as an entered address or search term, map interaction information and technical request data may be transmitted to the relevant provider, depending on the implemented feature. Personal information handling is described in the ServiceFlow Website Privacy Policy. Visitors should avoid entering confidential or sensitive information into general map searches.
- 8.9. Use of third-party mapping and geocoding functions is subject, where applicable, to the providers' own terms, usage restrictions and licensing requirements, including those listed below. Those requirements may change independently of ServiceFlow.

OpenFreeMap Terms of Service: <https://openfreemap.org/tos/>

OpenFreeMap Privacy Policy: <https://openfreemap.org/privacy/>

OpenStreetMap Foundation Nominatim Usage Policy: <https://operations.osmfoundation.org/policies/nominatim/>

OpenStreetMap Copyright and Licence: <https://www.openstreetmap.org/copyright>

- 8.10. Nothing in this section excludes or restricts any obligation or legal right that cannot lawfully be excluded or restricted under Australian law.

9. Website Availability and Security

- 9.1. ServiceFlow takes reasonable steps to maintain the security and availability of the Website.
- 9.2. Website access may be interrupted by maintenance, updates, technical faults, cybersecurity incidents, service provider outages or circumstances beyond ServiceFlow's reasonable control.
- 9.3. ServiceFlow does not promise uninterrupted or error-free access to the Website.
- 9.4. ServiceFlow may temporarily restrict access where reasonably necessary to maintain, repair or secure the Website.
- 9.5. Visitors are responsible for maintaining appropriate security protections on their own devices, networks and internet connections.
- 9.6. Visitors who identify a suspected Website security vulnerability should report it to ServiceFlow and must not exploit or publicly disclose it in a manner that creates an unreasonable security risk.

10. Privacy and Personal Information

- 10.1. ServiceFlow handles personal information in accordance with its published Privacy Policy and applicable Australian privacy legislation.
- 10.2. Information collected through the Website may include contact details, business information, enquiry details and technical information associated with Website use.
- 10.3. The collection, use, disclosure, storage and handling of personal information are explained in the ServiceFlow Privacy Policy.
- 10.4. Where the Website uses cookies, analytics or similar technologies, relevant information will be provided through the Privacy Policy or an appropriate separate notice.
- 10.5. These Terms do not replace the Privacy Policy or any additional privacy notices applicable to customers, technicians or users of the ServiceFlow software platform.

11. Disclaimers

- 11.1. ServiceFlow makes reasonable efforts to maintain accurate, relevant and current information on the Website.
- 11.2. Website content may contain technical inaccuracies, outdated information or other errors despite those efforts.
- 11.3. Visitors should obtain confirmation of material product capabilities or compatibility before relying on them for significant business decisions.
- 11.4. Examples, demonstrations and illustrative workflows may not represent every available configuration or operating circumstance.

11.5. Nothing in this section permits ServiceFlow to make misleading representations or removes responsibility imposed by applicable Australian law.

12. Limitation of Liability

12.1. Nothing in these Terms excludes, restricts or modifies any consumer guarantee, statutory right or other liability that cannot lawfully be excluded, restricted or modified, including applicable rights under the Australian Consumer Law.

12.2. To the extent permitted by law, ServiceFlow is not responsible for losses caused by:

- A visitor's unlawful or unauthorised use of the Website.
- Equipment, software, internet connections or systems outside ServiceFlow's reasonable control.
- Independent third-party websites or services outside ServiceFlow's reasonable control.
- A visitor's failure to take reasonable precautions when accessing external links or submitting information.

12.3. The exclusions in clause 12.2 do not apply to the extent that the relevant loss is caused or contributed to by ServiceFlow's breach of applicable law, negligence or failure to meet an obligation that cannot lawfully be excluded.

12.4. Any limitation of liability in these Terms applies only to the extent that it is lawful, fair and enforceable in the circumstances.

13. Responsibility for Breaches

13.1. Users are responsible for their own unlawful conduct and material breaches of these Terms.

13.2. To the extent permitted by law, a user must compensate ServiceFlow for reasonable and directly incurred losses resulting from the user's intentional unlawful conduct or material breach of the Website security and acceptable use provisions.

13.3. This obligation applies only to the extent that the losses were caused by the user and is reduced to the extent that ServiceFlow's own actions or omissions contributed to those losses.

13.4. This section does not remove any statutory rights or remedies available to the user.

14. Restriction of Website Access

14.1. ServiceFlow may restrict or block access where it reasonably believes that a user:

- Is engaging in unlawful activities.
- Is attempting unauthorised access.
- Has materially breached these Terms.
- Presents a genuine security threat to the Website or associated systems.
- Is interfering with the Website's normal operation.

14.2. Any restriction will be proportionate to the circumstances, having regard to the nature of the risk and any applicable legal obligations.

14.3. Restricting access to the public Website does not automatically terminate an existing software subscription. Customer subscription rights are governed by the applicable customer agreement.

15. Changes to These Terms

15.1. ServiceFlow may amend these Terms to reflect changes in the Website, applicable law, security requirements or business operations.

15.2. The current version will be made available on the Website with its effective date.

15.3. Material changes will be communicated through a reasonably appropriate method where required by law or justified by their effect on users.

15.4. Changes will apply prospectively from their stated effective date and will not retrospectively remove accrued rights.

15.5. Users who do not agree with updated Terms should discontinue use of the Website.

16. Governing Law and Disputes

16.1. These Terms are governed by the laws of Queensland, Australia, subject to any applicable mandatory laws.

16.2. The parties submit to the non-exclusive jurisdiction of the courts of Queensland and courts entitled to hear appeals from those courts.

16.3. Before commencing legal proceedings, users are encouraged to contact ServiceFlow to attempt to resolve concerns directly.

16.4. Nothing in this section restricts any right to seek urgent relief, make a complaint to a relevant authority or exercise a statutory remedy.

17. General Provisions

17.1. If any provision of these Terms is found to be unlawful or unenforceable, that provision will be ineffective to the necessary extent without affecting the remaining provisions, where legally permissible.

17.2. A failure by ServiceFlow to immediately enforce a provision does not automatically constitute a waiver of its rights.

17.3. These Terms constitute the terms governing general use of the public Website, together with any additional terms expressly accepted for specific Website activities.

17.4. These Terms do not replace a separate, binding agreement for the supply of ServiceFlow software products or services.

18. Contact Information

Questions, legal notices or concerns regarding these Terms may be directed to:

ServiceFlow

SERVICEFLOW PTY LTD

ACN: 703 504 689

Email: contact@serviceflow.net.au

Website: serviceflow.net.au

End of Website Terms of Use