

SRSPPro Terms of Service

Software Subscription and Services Agreement | AMELAPPZ PTY LTD

Version 2.0 | Effective 8 October 2026

This Software Subscription and Services Agreement ("Agreement") sets out the terms on which AMELAPPZ PTY LTD ("SRSPPro", "we", "us" or "our") provides access to the SRSPPro software and associated services.

The person, company, Supported Residential Service, organisation or other entity purchasing or using the SRSPPro service is referred to in this Agreement as the "Customer", "you" or "your".

By purchasing a subscription, renewing a subscription, accepting this Agreement electronically, or accessing or using SRSPPro, the Customer agrees to be bound by this Agreement.

1. SRSPPro Service

1.1

SRSPPro is a hosted software service designed to assist Supported Residential Services and other authorised care providers with the management, recording and administration of information relevant to their operations.

Depending upon the features available under the Customer's subscription, SRSPPro may provide functionality relating to residents, medications, incidents, appointments, care documentation, notes, reports, compliance records and other administrative and care-related information.

1.2

The subscription provides the Customer with a limited, non-exclusive and non-transferable right to access and use SRSPPro during the applicable subscription period in accordance with this Agreement.

1.3

The Customer purchases access to the SRSPPro service. The Customer does not purchase or acquire ownership of the SRSPPro software, source code, underlying systems, intellectual property or development materials.

1.4

SRSPPro may be updated, improved or modified from time to time. Features may be added, altered or replaced where reasonably necessary for development, security, compatibility, regulatory requirements or improvement of the service.

SRSPPro will not intentionally remove material core functionality during a paid subscription period without reasonable justification or, where practicable, reasonable notice.

2. Subscription Term

2.1 Monthly and Annual Plans

SRSPPro offers monthly and twelve (12) month subscriptions. The Customer selects a plan before purchase and pays the applicable fee in advance.

2.2 Paid Access

Payment provides access to SRSPPro for the selected subscription period, subject to this Agreement. A monthly subscription covers the applicable monthly billing period; an subscription covers twelve consecutive months.

2.3 Pricing Basis

The applicable fee may depend on facility size, registered bed capacity, selected plan and the pricing presented at purchase.

2.4 Annual Prepayment Discount

An annual subscription may be offered at a discounted price compared with twelve equivalent monthly payments. Any applicable annual prepayment discount will be shown before purchase. The Customer pays the full annual price in advance.

3. Subscription Pricing and Plan Selection

3.1 Plan Selection

The Customer must select a monthly or annual plan and review the total amount payable, billing frequency, renewal arrangements and applicable terms before completing a purchase.

3.2 No Setup Fee

No separate initial setup or onboarding fee is charged under the standard subscription plans unless a separate service and charge are expressly agreed with the Customer in advance.

3.3 Changes to Plans

Changes between monthly and annual plans are subject to the options and effective dates presented to the Customer when the change is requested. Any additional charges or credits must be disclosed before the Customer confirms the change.

4. Fees, GST and Payment

4.1

The Customer must pay the subscription fees and any other agreed charges specified on the applicable quotation, invoice, order, subscription page or renewal notice.

4.2

Unless expressly stated otherwise, quoted prices are exclusive of GST. Where GST is applicable, GST will be charged in accordance with Australian law and shown on the applicable tax invoice.

4.3

SRSPPro may use a third-party payment provider to securely process subscription payments.

4.4

Where the Customer has authorised recurring payments, the nominated payment method may be charged for renewal in accordance with clause 5.

4.5

The Customer is responsible for maintaining valid and current payment information.

5. Subscription Renewal and Cancellation

5.1 Automatic Renewal

Where recurring billing is authorised, a subscription will renew for the same billing period unless the Customer cancels renewal before the next payment is processed. The applicable renewal fee will be charged to the authorised payment method.

5.2 Cancel Future Renewal at Any Time

The Customer may cancel future subscription renewals at any time through the available account management options or by submitting a written request to SRSPPro. SRSPPro will provide confirmation when cancellation is processed.

5.3 Continued Access

Cancelling renewal does not ordinarily end the current paid subscription. The Customer will retain access until the end of the period already paid for, unless access is otherwise lawfully terminated under this Agreement.

5.4 No Further Renewal Charges

Once cancellation has been processed, no further renewal payment will be taken unless the Customer subsequently reactivates or purchases another subscription.

5.5 Renewal Notices and Price Changes

SRSPPro will provide reasonable advance notice of annual automatic renewals and of changes to renewal prices. Any changed price will be disclosed before it is charged. Monthly renewal arrangements and prices will remain available through the Customer's subscription information.

6. Subscription Cancellation and Refund Policy

6.1 Subscription Payments

Monthly and annual subscription fees are payable in advance. Payment provides access for the selected paid subscription period. Fees are ordinarily non-refundable for change of mind, early discontinuation or unused portions of that period.

6.2 Opportunity to Evaluate SRSPPro

SRSPPro makes an online demonstration available to help prospective Customers evaluate the software before purchase. Customers are encouraged to review the demonstration, plan features, pricing and terms. The demonstration does not limit statutory rights or guarantee that every production feature is included in the demonstration.

6.3 Cancellation of Renewal

Customers may cancel future renewals at any time as described in clause 5. Cancellation stops the next renewal, while access ordinarily continues until the end of the current paid period.

6.4 No Voluntary Change-of-Mind Refunds

For standard online subscription purchases, SRSPPro does not offer a voluntary change-of-mind cooling-off period or trial-period refund. A Customer is not ordinarily entitled to a refund solely because it changes its mind, no longer requires the Service, chooses another provider, ceases operating or cancels future renewal before the paid period expires. No automatic pro-rata refund is payable for unused subscription time.

6.5 Statutory Rights

Nothing in this Agreement excludes, restricts or modifies consumer guarantees, refund rights, cancellation rights or other remedies that cannot lawfully be excluded under the Australian Consumer Law or other applicable law. Any mandatory statutory cooling-off period applicable to a particular transaction continues to apply.

6.6 Statutory Remedies

Where SRSPPro fails to meet an applicable consumer guarantee, the Customer may be entitled to rectification, cancellation, a refund or compensation, depending on the circumstances. This clause prevails over any inconsistent change-of-mind refund restriction.

7. Customer Accounts and Authorised Users

7.1

The Customer is responsible for determining which employees, contractors and other authorised persons are permitted to access its SRSPPro account.

7.2

The Customer must ensure that its users:

use individual credentials where provided;
use reasonably secure passwords;
do not improperly share login credentials;
protect authentication information;
log out or otherwise secure unattended devices where appropriate; and
use SRSPPro only for authorised purposes.

7.3

The Customer is responsible for promptly disabling or requesting removal of access for staff or other users who are no longer authorised to use SRSPPro.

7.4

The Customer must notify SRSPPro as soon as reasonably practicable after becoming aware of suspected unauthorised access, compromised credentials or a security incident affecting its SRSPPro account.

7.5

The Customer remains responsible for activity undertaken through its authorised user accounts to the extent reasonably within the Customer's control.

8. Permitted Use

8.1

Unless otherwise agreed in writing, each SRSPPro subscription is licensed for use by the facility or site identified when the subscription is purchased.

8.2

The Customer must not:

resell or commercially redistribute access to SRSPPro;
provide access to an unrelated organisation without authorisation;
attempt to obtain SRSPPro source code through reverse engineering, decompilation or other means except to the extent expressly permitted by law;
circumvent security or access controls;
deliberately interfere with the operation of SRSPPro;
introduce malicious code into the service; or
use SRSPPro for an unlawful purpose.

8.3

Additional facilities or sites may require separate subscriptions unless otherwise agreed in writing.

9. Customer Data

9.1

As between SRSPPro and the Customer, the Customer retains its rights and interests in the resident, staff, operational and other data entered into SRSPPro by or on behalf of the Customer ("Customer Data").

9.2

The Customer grants SRSPPro the rights reasonably necessary to host, store, process, transmit, back up and otherwise handle Customer Data for the purpose of providing, securing, maintaining and supporting the SRSPPro service.

9.3

SRSPPro does not acquire ownership of Customer Data merely because the data is stored using SRSPPro.

9.4

The Customer is responsible for ensuring that it has the lawful authority to collect, enter, store, access and otherwise use Customer Data through SRSPPro.

10. Privacy and Confidentiality

10.1

SRSPPro recognises that Customer Data may include personal, sensitive and health-related information.

10.2

Each party is responsible for complying with the privacy, confidentiality, record-keeping and information-handling obligations applicable to it.

10.3

SRSPPro will take reasonable steps appropriate to the nature of the service to protect Customer Data against unauthorised access, misuse, interference, loss, alteration or disclosure.

10.4

The Customer remains responsible for privacy and confidentiality within its own organisation, including:

determining who should have access to resident information;

managing user permissions;

maintaining appropriate workplace privacy procedures;

ensuring users access information only for authorised purposes;

protecting devices used to access SRSPPro; and

complying with applicable privacy and health-record obligations.

10.5

SRSPPro may use reputable third-party service providers where reasonably required to provide hosting, infrastructure, communications, payment processing, security, backup or related services.

Where such providers process Customer Data on behalf of SRSPPro, SRSPPro will take reasonable steps to use providers appropriate to the nature of the information and services involved.

10.6

Additional information about SRSPPro's handling of personal information may be contained in the SRSPPro Privacy Policy.

11. Data Security and Backups

11.1

SRSPPro will use reasonable technical and organisational measures appropriate to a hosted software service to protect and maintain the service and Customer Data.

11.2

SRSPPro may maintain system and data backups as part of its operational and disaster-recovery processes.

11.3

No computer system, internet service, hosting platform or backup system can guarantee absolute availability or prevention of every possible data-loss event.

11.4

The Customer should maintain appropriate business-continuity arrangements having regard to the importance of the information managed through SRSPPro.

11.5

Where SRSPPro provides functionality for downloading, exporting or printing records, the Customer may use those facilities as part of its own record-management and business-continuity procedures.

11.6

Nothing in this section excludes responsibility that cannot lawfully be excluded.

12. Service Availability and Maintenance

12.1

SRSPPro will use reasonable efforts to maintain the availability and operation of the service.

12.2

The Customer acknowledges that temporary interruptions may occur due to circumstances including:

scheduled or emergency maintenance;

software updates;

internet or telecommunications failures;
third-party infrastructure failures;
security incidents;
equipment failures;
circumstances beyond SRSPPro's reasonable control; or
urgent work required to protect the service or Customer Data.

12.3

Where reasonably practicable, SRSPPro will endeavour to minimise disruption and provide notice of significant planned maintenance.

12.4

Unless separately agreed in writing, SRSPPro does not guarantee uninterrupted or error-free operation at all times.

Nothing in this clause limits rights that cannot lawfully be excluded.

13. Technical Support

13.1

Reasonable technical support will be provided in relation to the operation of SRSPPro and faults reasonably attributable to the SRSPPro software or service.

13.2

Standard SRSPPro support does not include general information technology support unrelated to SRSPPro.

Examples of matters ordinarily outside the scope of SRSPPro technical support include:

failure or malfunction of the Customer's computers or devices;
operating-system problems unrelated to SRSPPro;
printers and printing hardware;
local network configuration;
internet connectivity;
malware or viruses on customer devices;
third-party applications;
customer hardware configuration;
general computer maintenance; and
faults caused by equipment or services outside SRSPPro's reasonable control.

13.3

SRSPPro may nevertheless assist with such matters at its discretion but is not required to do so as part of the standard subscription.

14. Regulatory and Professional Responsibility

14.1

SRSPPro is a software and information-management tool. It does not itself provide legal, clinical, medical, regulatory or professional advice.

14.2

Although SRSPPro may include functionality designed to assist Supported Residential Services with record keeping, administration and regulatory processes, use of SRSPPro does not by itself guarantee regulatory compliance.

14.3

The Customer remains responsible for:

the accuracy and completeness of information entered into SRSPPro;

determining what records are required for its operations;

maintaining appropriate policies and procedures;

ensuring staff follow applicable requirements;

making appropriate care and operational decisions; and

complying with legislation, regulations, standards and directions applicable to its facility and activities.

14.4

The Customer should obtain independent professional advice where legal, regulatory, clinical or other professional advice is required.

14.5

SRSPPro may update forms, functionality or workflows in response to regulatory changes, industry practice or customer feedback, but does not warrant that every regulatory change will automatically or immediately be incorporated into the software.

15. Customer Responsibilities

The Customer is responsible for:

a. providing and maintaining suitable devices and equipment;

b. maintaining a reasonably reliable internet connection;

c. maintaining appropriate device and network security;

d. keeping user and facility information reasonably current;

e. ensuring information entered into SRSPPro is accurate and appropriate;

f. training and supervising its users;

- g. controlling user access and permissions;
- h. maintaining any additional records required by law or the Customer's own policies; and
- i. notifying SRSPPro of material technical or security issues affecting the service.

16. Intellectual Property

16.1

All intellectual property rights in SRSPPro, including its software, source code, object code, database structures, user interface, designs, documentation, branding and other proprietary materials, remain owned by AMELAPPZ PTY LTD or the relevant intellectual-property owner or licensor.

16.2

Except for the limited right to use SRSPPro under this Agreement, no intellectual-property rights are transferred to the Customer.

16.3

The Customer may provide suggestions, ideas or feedback concerning SRSPPro.

SRSPPro may use such feedback to improve or develop the service without being required to compensate the Customer, provided SRSPPro does not thereby acquire ownership of the Customer's Customer Data or confidential information.

17. Suspension

17.1

SRSPPro may temporarily suspend access where reasonably necessary because of:

overdue payment;

a material breach of this Agreement;

suspected unlawful use;

a material security threat;

activity that creates a material risk to SRSPPro, other customers or infrastructure; or

a legal or regulatory requirement.

17.2

Except where urgent action is reasonably necessary, SRSPPro will endeavour to notify the Customer and provide a reasonable opportunity to remedy the relevant issue before suspension.

17.3

Where suspension is required immediately for security, legal or safety reasons, SRSPPro will provide notice as soon as reasonably practicable where permitted.

17.4

SRSPPro will not exercise a suspension right arbitrarily or for a purpose unrelated to protecting its legitimate interests.

18. Termination

18.1 Termination by the Customer

The Customer may elect not to renew its subscription by giving written notice before renewal.

The Customer may also cease using SRSPPro at any time, but ceasing use does not itself create an entitlement to a refund except as provided by clause 6 or required by law.

18.2 Termination for Material Breach

Either party may terminate this Agreement by written notice where the other party materially breaches this Agreement and, where the breach is capable of remedy, fails to remedy the breach within a reasonable period specified in a written notice requiring it to do so.

Where the breach cannot reasonably be remedied, termination may take effect immediately upon written notice where permitted by law.

18.3 Termination by SRSPPro

SRSPPro may terminate this Agreement where the Customer:

- (a) fails to pay an amount properly due under this Agreement and does not remedy the failure following reasonable notice;
- (b) repeatedly or materially breaches this Agreement;
- (c) uses the Service unlawfully or in a manner that creates a material security or operational risk;
- (d) attempts to gain unauthorised access to SRSPPro systems or the data of another customer;
- (e) uses the Service to store or distribute unlawful material; or
- (f) otherwise engages in conduct that makes continued provision of the Service unlawful or materially impracticable.

SRSPPro will provide reasonable notice where practicable, having regard to the nature and seriousness of the circumstances.

18.4 Effect of Termination

Upon expiry or termination of the subscription, the Customer's right to access and use the Service will cease at the applicable termination date.

SRSPPro may disable user accounts and access to the Customer's SRSPPro facility after that date.

Termination does not affect rights, obligations or liabilities that accrued before termination.

Any provision which by its nature is intended to continue after termination, including provisions concerning intellectual property, confidentiality, Customer Data, liability and applicable law, will continue to operate.

19. Customer Data Following Termination

19.1 Opportunity to Export Data

SRSPPro recognises that the Customer may require access to records stored within the Service following termination or non-renewal.

Before the Customer's data is permanently deleted, the Customer may request an export of Customer Data in a format reasonably available from SRSPPro.

The Customer is responsible for requesting any required export within the applicable data retention period.

19.2 Data Retention Period

Unless a longer period is required by law or separately agreed in writing, SRSPPro may retain Customer Data for 90 days following termination or expiry of the subscription for the purposes of facilitating data export, resolving account matters, maintaining backups and performing reasonable administrative or technical processes.

During this period, the Customer may not necessarily retain normal access to the live SRSPPro Service.

SRSPPro may provide an export upon written request from an authorised representative of the Customer.

19.3 Deletion

After the applicable retention period, SRSPPro may permanently delete Customer Data from active systems unless retention is required or permitted by law.

Data may remain temporarily within encrypted or system backups until those backups are overwritten or deleted through SRSPPro's normal backup retention processes.

SRSPPro is not required to maintain Customer Data indefinitely after termination.

The Customer is responsible for obtaining and securely retaining any records it is legally or operationally required to maintain.

20. Confidentiality

Each party must take reasonable steps to protect confidential information received from the other party and must not disclose that information except:

(a) as reasonably necessary to perform its obligations under this Agreement;

- (b) to employees, contractors, professional advisers or service providers who reasonably require the information and are subject to appropriate confidentiality obligations;
- (c) with the other party's consent; or
- (d) where disclosure is required by law.

Confidential information does not include information that is lawfully public, was already lawfully known to the receiving party without an obligation of confidentiality, or is independently developed without reference to the other party's confidential information.

The confidentiality obligations in this clause survive termination of the Agreement.

21. Third-Party Services

The operation of SRSPPro may depend upon third-party infrastructure, telecommunications, hosting, payment processing, operating systems, browsers, internet services and other technology.

SRSPPro is not responsible for failures caused solely by third-party systems or services outside SRSPPro's reasonable control.

However, SRSPPro will take reasonable steps within its control to manage third-party providers used directly by SRSPPro in delivering the Service and to respond to service interruptions affecting SRSPPro.

Nothing in this clause excludes or limits liability that cannot lawfully be excluded or limited.

22. Limitation of Liability

22.1 Non-Excludable Rights

Nothing in this Agreement excludes, restricts or modifies:

- (a) any consumer guarantee, right or remedy under the Australian Consumer Law;
- (b) any liability that cannot lawfully be excluded, restricted or modified; or
- (c) any other statutory right that cannot lawfully be excluded.

22.2 Liability Subject to Law

To the maximum extent permitted by law, SRSPPro is not liable for loss arising solely from:

- (a) inaccurate, incomplete or incorrect information entered by the Customer or its users;
- (b) unauthorised use resulting from the Customer's failure to reasonably secure its accounts or credentials;
- (c) the Customer's failure to maintain suitable devices, internet connectivity or systems;
- (d) use of the Service contrary to this Agreement or SRSPPro's reasonable instructions;
- (e) third-party systems outside SRSPPro's reasonable control; or

(f) the Customer's failure to obtain an available data export before Customer Data is deleted following termination.

This clause does not apply to the extent that the relevant loss was caused or contributed to by SRSPRO's breach, negligence, wilful misconduct or other conduct for which liability cannot lawfully be excluded.

22.3 Consequential Loss

To the extent permitted by law, neither party will be liable to the other for indirect or consequential loss that was not reasonably foreseeable as a result of the relevant breach or event.

Nothing in this provision limits liability where such limitation is prohibited by law.

22.4 Reasonableness

Any limitation or exclusion contained in this Agreement is intended to operate only to the extent that it is lawful and reasonably necessary to protect the legitimate interests of SRSPRO.

If a limitation or exclusion cannot lawfully apply in a particular circumstance, it will be read down to the maximum extent permitted by law without affecting the remainder of this Agreement.

23. Australian Consumer Law

Nothing in this Agreement is intended to exclude, restrict or modify rights or remedies available under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law, or any other legislation where those rights or remedies cannot lawfully be excluded, restricted or modified.

Where the Australian Consumer Law applies, the Customer may have rights and remedies in addition to those expressly provided under this Agreement.

The voluntary SRSPRO cancellation and refund policy does not replace or limit any statutory entitlement to a refund, cancellation, re-supply, compensation or other remedy.

Where there is an inconsistency between a provision of this Agreement and a statutory right that cannot lawfully be excluded, the statutory right prevails to the extent of the inconsistency.

24. Force Majeure and Events Outside Reasonable Control

Neither party will be responsible for a failure or delay in performing an obligation under this Agreement to the extent the failure or delay results from circumstances outside that party's reasonable control.

Such circumstances may include natural disasters, fire, flood, severe weather, widespread telecommunications or internet failures, significant third-party infrastructure failures, war, civil disturbance, government action, industrial disputes, widespread cyber incidents or other comparable events.

The affected party must take reasonable steps to minimise the impact of the event and resume performance when reasonably practicable.

This clause does not excuse an obligation to pay an amount that became properly due before the relevant event.

25. Changes to the Service

SRSPPro is an actively maintained software service and may be modified, improved or updated over time.

SRSPPro may:

- (a) add or improve features;
- (b) modify workflows and interfaces;
- (c) correct defects;
- (d) implement security improvements;
- (e) modify functionality to respond to legal, regulatory or technological changes; and
- (f) retire functionality that is obsolete or no longer reasonably supportable.

SRSPPro will endeavour to avoid materially reducing the overall functionality of the Service without reasonable justification.

Where a proposed change is reasonably expected to have a significant adverse effect on customers, SRSPPro will provide reasonable notice where practicable.

Suggestions or feature requests submitted by customers do not create an obligation for SRSPPro to implement them.

26. Changes to this Agreement

SRSPPro may update this Agreement where reasonably necessary to reflect changes to the Service, applicable laws, security requirements or legitimate business requirements.

Material changes will be communicated to the Customer within a reasonable period.

Changes will not retrospectively remove accrued rights or statutory protections.

Where practicable, materially changed terms affecting an subscription will apply from the Customer's next renewal rather than during an already-paid Subscription Period, unless an earlier change is reasonably required by law, regulation, security requirements or circumstances outside SRSPPro's reasonable control.

27. Notices and Communications

Notices under this Agreement may be provided electronically, including by email to the contact address recorded for the Customer.

The Customer is responsible for maintaining accurate contact and billing details.

The Customer should notify SRSPPro promptly if its authorised representative or primary contact changes.

Cancellation and non-renewal requests must be made in writing using an email address or contact method nominated by SRSPPro so that the request can be recorded and confirmed.

28. Assignment and Change of Ownership

The Customer must not transfer or assign its subscription to another facility or unrelated legal entity without SRSPPro's prior written agreement, which will not be unreasonably withheld where the proposed transfer can reasonably be accommodated.

Where ownership or operation of an SRS facility changes, the outgoing and incoming operators should contact SRSPPro to arrange the appropriate transfer, data handling and access arrangements.

SRSPPro may assign or transfer this Agreement as part of a legitimate sale, restructuring or transfer of the SRSPPro business, provided that doing so does not materially diminish the Customer's rights under an existing paid Subscription Period and remains subject to applicable privacy and other laws.

29. No Partnership or Agency

Nothing in this Agreement creates a partnership, employment relationship, joint venture, fiduciary relationship or agency between SRSPPro and the Customer.

Neither party has authority to bind the other except where expressly agreed in writing.

30. Entire Agreement

This Agreement, together with the applicable quotation, order, invoice, accepted pricing schedule and any other document expressly incorporated into it, constitutes the agreement between SRSPPro and the Customer concerning the Service.

If there is an inconsistency between this Agreement and a specifically negotiated written agreement signed or otherwise expressly accepted by both parties, the specifically negotiated provision will prevail to the extent of that inconsistency.

31. Severability

If any provision of this Agreement is found to be invalid, unlawful or unenforceable, that provision will be read down to the minimum extent necessary to make it valid and enforceable where possible.

If it cannot reasonably be read down, the affected provision will be severed and the remainder of the Agreement will continue to operate.

32. Waiver

A failure or delay by either party to exercise a right under this Agreement does not constitute a waiver of that right.

A waiver relating to one event does not constitute a waiver relating to any later event.

33. Governing Law and Jurisdiction

This Agreement is governed by the laws of Victoria, Australia, together with applicable Commonwealth laws of Australia.

Subject to any rights that cannot lawfully be restricted, the parties submit to the jurisdiction of the courts and tribunals of Victoria and courts entitled to hear appeals from them.

34. Dispute Resolution

34.1 Initial Resolution

If a dispute arises concerning this Agreement or the Service, the parties should first attempt to resolve the matter directly and in good faith.

The Customer may provide SRSPPro with written details of the issue, and SRSPPro will make reasonable efforts to investigate and respond.

34.2 Escalation

Where the dispute cannot be resolved through ordinary support or account-management channels, either party may request that the matter be escalated to an authorised representative of each party for further discussion.

34.3 Legal Rights Preserved

Nothing in this clause prevents either party from:

- (a) seeking urgent interlocutory or injunctive relief;
- (b) exercising rights under the Australian Consumer Law;
- (c) contacting an applicable regulator or dispute resolution body; or
- (d) commencing legal proceedings where appropriate.

35. Acceptance, Provider Details and Agreement Version

35.1 Acceptance of Agreement

By purchasing, renewing, activating or using an SRSPPro subscription after being provided with or given reasonable access to this Agreement, the Customer acknowledges that it has had the opportunity to review the Agreement and agrees to its terms.

Where an individual accepts this Agreement on behalf of an organisation, that individual represents that they are authorised to do so.

The Customer should retain a copy of the Agreement applicable to its Subscription Period.

35.2 Provider Details

Service: SRSPRO

Provider: AMELAPPZ PTY LTD

Trading name/service name: SRSPRO

Country: Australia

Governing jurisdiction: Victoria, Australia

Website: www.srspro.com.au

Contact: Via the contact details published on the SRSPRO website or otherwise supplied to the Customer.

35.3 Agreement Version

SRSPRO Software Subscription and Services Agreement

Version: 2.0

Effective date: 8 October 2026

Customers should retain the version of this Agreement provided or made available to them at the commencement or renewal of their applicable Subscription Period.

I have read and agree to the SRSPRO Terms of Service and understand that my selected subscription renews automatically unless cancelled.