

Securiverse Platform Terms and Conditions

These Terms govern use of the Securiverse app, portal, website and associated platform services. They are separate from any Job engagement or Employment Contract between a Company and an Operative.

1. Parties, platform role and acceptance

These Terms are between Securiverse Pty Ltd, ABN 85 696 164 459 (Securiverse, we, us) and the person or entity that creates or uses an account (you). If you use an account for a Company, you confirm that you are authorised to accept these Terms for that Company.

Securiverse provides a subscription-based digital marketplace and workflow platform for Companies and Operatives in the Australian security industry. It enables profile creation, licence/accreditation information, Job discovery and posting, applications, Company selection, Chat, offer and digital engagement-record workflows, check-in/out records where enabled, ratings and related account tools.

Securiverse is not the employer, engaging Company, payment intermediary, site supervisor, insurer or guarantor of a Company or Operative. It does not supply security personnel, decide whom a Company must engage, set the final work rate, pay Job remuneration or supervise the work. A Company and Operative decide whether to enter a Job engagement directly with each other.

2. Account eligibility and accurate information

- You must provide accurate, current and complete account details, profile and contact information, and ensure it is updated at all times.
- You must keep your account credentials secure and must not allow another person to use your account.
- You must be legally able to use the platform and to enter the relevant platform or Job agreement.
- A Company must provide its correct identity and any licence information requested by the platform. An Operative must provide correct licence, accreditation, profile and availability information when requested by us.
- You must not create an account or use the platform to obtain personal information for an unrelated purpose, including but not limited to resale, unsolicited marketing or research access not expressly authorised by Securiverse.

3. Subscriptions and Stripe checkout

Securiverse currently offers paid platform access to both Companies and Operatives. The Company portal presents a monthly Company subscription for access to post Jobs, manage engagements and access the Operative pool. The Operative app presents free browsing and a paid subscription before an Operative can apply, with a monthly option and an annual option shown at checkout.

The applicable price, currency, billing period, access period and any renewal details must be shown clearly before checkout. Payments are processed through Stripe checkout. Securiverse does not receive or store your payment-card number through the platform checkout flow.

Subscription access is separate from the rate for a Job. Securiverse does not collect, hold, split, remit or guarantee the Company-to-Operative Job payment. The Company is solely responsible for payment under its direct engagement with the Operative.

You may cancel a subscription through the available account settings or by contacting Securiverse support.

4. Licence images, licence status and accreditation information

An Operative may upload licence images, including scans or photos, licence number, expiry date, state or territory, licence type and related accreditation information. Securiverse creates a recorded verification entry when licence details are submitted or updated and may perform an approved automated check or an authorised administrator review.

The current licence-verification statuses are: Pending, Verified automatically, Verified by administrator, Details need attention, Expired, Source temporarily unavailable and Not verified. Only verified-automated and verified-administrator records are treated as verified by the platform. A pending or unavailable source is not silently treated as verified and must not be considered to be.

Displayed status	What it means in Securiverse
✓ Verified	Securiverse has recorded an approved automated result or authorised administrator review for the licence information shown.
Not verified · Verification in progress	The submitted details have not yet been verified or the source is temporarily unavailable.
Not verified · Details need attention	The available verification result does not match or needs correction.
Not verified · Expired	The recorded licence is expired or its expiry has passed.
Not verified	Securiverse has no completed verification result for that licence.

A verification status is limited to the record and check as described above. It is not a promise that an Operative is available, suitable for a particular Job, insured, fit for duty, authorised for every activity, compliant with every site rule or currently licensed after the recorded check date. The Company remains responsible for its final engagement, licence, suitability, site, safety and legal assessment. The Operative remains responsible for holding and maintaining every licence and authority required for the work.

5. Jobs, matching, applications and Company decisions

A Company may create a Job and specify role, location, dates, times, rate or TBC rate, required licence/accreditation information and Job instructions. The Company is responsible for ensuring that each

Job is genuine, accurately described, lawful and current, and for removing or updating it when it is no longer available.

Securiverse may display search results, profile matches or licence-status information based on Job requirements and information recorded in the platform. These tools assist a Company to make its own decision. They are not a recommendation, endorsement, guarantee of suitability, guarantee of availability or assurance that an Operative will perform work to a particular standard.

The Company alone decides whether to shortlist, contact, select, make an offer to or engage an Operative. The Operative alone decides whether to apply for, negotiate or accept an offered engagement. Securiverse does not guarantee a Job, an application outcome, a match or a particular number of applications.

6. Rates, offers and digital engagement records

A Job may be marked as TBC while a Company and Operative discuss rate through Chat. A TBC rate is not a final contract rate. The platform blocks an Employment Contract offer until a confirmed agreed hourly rate has been entered for the relevant Job or shift.

When a Company sends an offer, the platform records the Company offer event, applicable Job/shift details, offer timing and offer expiry. An offer may be accepted, declined, withdrawn, expired or later be cancelled through the available workflow. The Job can remain open while a Company sends offers in separate batches.

The current digital workflow records agreement through the Company offer and the Operative response. A drawn or uploaded signature image is not required. The final Employment Contract or engagement document must be available to the Operative before acceptance. Securiverse retains the platform record and related workflow events for platform integrity and dispute but does not become a party to the Company-Operative agreement merely by facilitating the workflow.

Any amendment must identify the affected engagement or individual shift, the requested change and the reason. A change to one multi-day shift must not silently alter another shift or replace an already accepted agreement without the process and acceptance of the engagement contract.

7. Company and Operative responsibilities

Company responsibilities	Operative responsibilities
Act lawfully; hold and maintain required Company/agent licences and insurance; post accurate Jobs; make the final engagement decision; provide lawful work instructions, safety information and point of contact; determine and comply with its own payment, award, employment, tax, insurance and workplace obligations.	Act lawfully; hold and maintain required personal licences/accreditations; provide accurate profile and licence information; only apply for work they are eligible and available to undertake; comply with agreed Job instructions and lawful workplace requirements.
Pay the Operative directly in accordance with the direct engagement and applicable law. Do not represent a Securiverse status or tool as replacing your own assessment or responsibility.	Review the Job and engagement terms before accepting. Raise inaccuracies, safety concerns, licence issues or disputes through the available Company, Operative, regulatory or other appropriate channels.

8. Check-in/out, Chat, ratings and evidence

Where the relevant feature is enabled, Securiverse may record location-linked check-in/out events and related time/Job evidence. These records are administrative platform records. They do not independently prove attendance, actual hours worked, performance, fitness for duty, payment entitlement or compliance with a Company's workplace obligations.

Chat is provided so platform users can communicate about Jobs and engagements. Users must not use Chat to harass, discriminate, threaten or vilify any person, publish unlawful content, solicit unrelated business, share another person's information without authority or bypass platform security.

The Company rating workflow is available after a shift is complete and records feedback across presentation, communication, reports and administration, punctuality and reliability, and skills and attributes. Ratings must be honest, relevant and based on the relevant engagement. Ratings are feedback, not verified fact or a guarantee of future performance. Securiverse may investigate, remove, limit or review feedback that appears false, abusive, discriminatory, retaliatory, unlawful or unrelated.

9. Acceptable use, suspensions and disputes

You must not misuse the platform, provide false profile, Job, licence, rating or contract information, impersonate another person, interfere with platform operation, access information without authority, engage in unlawful discrimination or harassment, or use the platform for an unlawful purpose.

Securiverse may restrict, suspend or close an account where reasonably necessary to protect users, investigate suspected misuse, respond to a legal or safety risk, protect licence/verification integrity, or enforce these Terms. Except where immediate action is reasonably necessary, Securiverse will provide notice of the reason and a designated process to seek review. This does not require Securiverse to disclose confidential information, compromise an investigation or retain access where doing so would create a safety, fraud or legal risk.

Disputes about a Job, rate, performance, payment, employment terms, site safety or cancellation are primarily between the Company and Operative. Securiverse may retain platform records and provide support processes, but is not an employer, mediator, arbitrator, legal adviser or insurer. Nothing prevents either party from using an appropriate external process or regulator.

10. Privacy, intellectual property and liability

Securiverse handles personal information as described in its Privacy Policy. You consent to Securiverse using and disclosing information in the ways necessary to operate the platform, including displaying the information that the platform makes visible to the relevant Company, Operative or other authorised user, verifying licence information, processing subscriptions, providing support, maintaining security and retaining evidence.

You retain ownership of your content but grant Securiverse a non-exclusive licence to host, reproduce, process and display it to operate, secure, improve and support the platform. You must have the right to

provide all content you upload or submit and agree that Securiverse will not be held responsible for any unauthorised use of content that does not belong to You.

To the maximum extent permitted by law, Securiverse is not liable for a Company's engagement decision, an Operative's conduct, the accuracy of user-supplied content, a Job outcome, failure of payment by a Company, performance of work, workplace conditions, injury, loss of opportunity or a third-party service failure. Nothing in these Terms excludes, restricts or modifies any non-excludable right or remedy under the Australian Consumer Law.

11. Changes and notices to Terms

Securiverse may update these Terms for a valid business, legal, security or product reason. Material changes should be notified through the platform or the user's recorded contact channel and will take immediate effect. The final published document must include the correct legal entity name and ABN/ACN, support/legal notice address, privacy contact and governing law of the applicable jurisdiction.