

QR2id Terms and Conditions of Use

Effective: 1 June 2026

IMPORTANT NOTICE TO USERS IN THE UNITED KINGDOM: This document has been revised to comply with the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR 2016/679), the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), and related legislation. Where those laws confer rights or impose obligations that differ from the general terms below, those laws take precedence.

1. Introduction and Acceptance

These Terms and Conditions of Use (“Terms”) govern your access to and use of the QR2id service and related web-applications, websites, and associated software (“the Service”), operated by Amtac Professional Services Pty Ltd ABN 48 060 336 870, Amtac UK Limited and Amtac NZ Limited (“Amtac”, “we”, “us”, or “our”).

By accessing the Service, you confirm that you have read, understood, and agree to be bound by these Terms and our Privacy Notice (available via the Privacy menu option on the Service you are accessing). If you do not agree, you must not use the Service.

If you are accepting these Terms on behalf of a company, organisation, government department, or other legal entity, you represent and warrant that you have the authority to bind that entity.

You must be at least 18 years old, or the age of legal majority in your jurisdiction, whichever is higher, to use the Service.

2. About Us — Data Controller

For the purposes of the UK GDPR, EU GDPR, and the Australian Privacy Act 1988 (Cth), the data controller / APP entity is:

- Amtac UK Limited, 65 London Wall, London, EC2M 5TU, United Kingdom.
- Amtac Professional Services Pty Ltd, 1 Carrican Court, Greenbank, 4124, Australia.
- Email: privacy@qr2id.com
- Data Protection contact: Rick Draper, Managing Director, Amtac Professional Services Pty Ltd and Amtac UK Limited

Where we are required to appoint a UK or EU representative, details will be published at <https://qr2id.app/legal>.

Issue Date: 01 June 2026

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3. Definitions

The following terms have the meanings given below throughout these Terms:

Authority: An entity that maintains oversight of actions performed via the Service in order to meet its own regulatory obligations, e.g. Water Utility, Local Government, Government Department or Agency

Data Controller / APP Entity: The entity that determines the purposes and means of processing Personal Data. Under the Australian Privacy Act 1988, this entity is referred to as an 'APP entity'. Amtac is the Data Controller / APP entity for Personal Data processed through the Service.

Data Processor / Service Provider: An entity that processes Personal Data on behalf of, and under the instruction of, the Data Controller / APP entity.

Personal Data / Personal Information: Any information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not (Privacy Act 1988 (Cth) s6). For UK users, this includes any information relating to an identified or identifiable natural person.

Sensitive Information / Special Categories: Under the Privacy Act 1988 (Cth), 'sensitive information' includes health information, information about racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual orientation or practices, criminal record, and biometric information. For UK users, this corresponds to 'special categories of personal data' under Article 9 of the UK GDPR.

Data Subject / Individual: The identified or identifiable natural person to whom Personal Data / Personal Information relates.

Processing: Any operation performed on Personal Data, including collection, recording, storage, use, disclosure, erasure, or destruction.

Privacy Act: The Privacy Act 1988 (Cth) of Australia, as amended.

APPs: The Australian Privacy Principles set out in Schedule 1 of the Privacy Act 1988 (Cth), being the 13 principles that govern the handling of personal information by APP entities.

UK GDPR: The UK General Data Protection Regulation as it forms part of UK law by virtue of the European Union (Withdrawal) Act 2018, as amended.

EU GDPR: Regulation (EU) 2016/679 of the European Parliament and of the Council.

ICO: The Information Commissioner's Office, the UK's supervisory authority for data protection.

OAIC: The Office of the Australian Information Commissioner, Australia's national regulator for privacy and freedom of information.

Issue Date: 01 June 2026

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NDB Scheme: The Notifiable Data Breaches scheme under Part IIIC of the Privacy Act 1988 (Cth), which requires APP entities to notify the OAIC and affected individuals of eligible data breaches.

Material: Computer files of any form, including documents, images, photographs, video, and audio recordings.

4. The Service

The QR2id Service and related web-applications are the subject of ongoing development and may be expanded, reduced, or changed in functionality from time to time. Whilst Amtac endeavours to maintain the availability and resilience of the Service, we may, for operational or security reasons, suspend the Service without prior notice. We will, where practicable, provide advance notice of planned outages.

We disclaim responsibility for errors or omissions in information accessed through the Service, or for loss or damage arising from information uploaded, transmitted, or otherwise made available via the Service, to the maximum extent permitted by applicable law. Nothing in these Terms limits any statutory rights you may have, including rights under data protection legislation that cannot lawfully be excluded.

5. Legal Bases for Processing Personal Data

We handle Personal Data in accordance with both the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), and — for users in the United Kingdom — the UK GDPR. Under the APPs, we collect Personal Data only where it is reasonably necessary for our functions and activities, or where you have consented. Under the UK GDPR we must also identify a specific lawful basis for each processing activity, as set out below.

5.1 Contract Performance (Article 6(1)(b))

We process Personal Data that is necessary to enter into or perform our contract with you. This includes:

- Creating and managing your account (name, email address, contact details)
- Authenticating your identity and managing login sessions
- Providing the core functionality of the Service
- Processing reporting transactions where applicable
- Responding to your support requests

5.2 Legal Obligation (Article 6(1)(c))

We process Personal Data where necessary to comply with legal obligations to which we are subject, including:

- Compliance with reporting obligations for testing, servicing, and maintaining devices, and tracking waste and other materials, where applicable

Issue Date: 01 June 2026

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- Responding to lawful requests from courts, regulators, and law enforcement authorities
- Fulfilling tax, audit, and record-keeping obligations

5.3 Legitimate Interests (Article 6(1)(f))

We process certain Personal Data on the basis of our legitimate interests or those of third parties, where those interests are not overridden by your rights and interests. These interests include:

- Maintaining the security and integrity of the Service and our IT systems
- Detecting and preventing fraud, abuse, and unauthorised access
- Investigating suspected breaches of these Terms
- Improving and developing the Service
- Record-keeping for accountability and dispute resolution

You have the right to object to processing based on legitimate interests. See section 12 for details of your rights.

5.4 Consent (Article 6(1)(a))

Where we rely on consent, we will obtain your explicit, freely given, specific, and informed agreement before processing begins. This applies to:

- Non-essential cookies and similar tracking technologies (see section 9)
- Precise geolocation data collected for location-based features (see section 6.3)
- Marketing communications (if applicable)

You may withdraw consent at any time without detriment to your use of the core Service. Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

5.5 Special Categories of Personal Data (Article 9)

We do not intentionally collect Special Categories of Personal Data. However, certain data we collect — in particular precise GPS location data — may in some circumstances indirectly reveal Special Category information (for example, attendance at a religious or medical facility). Where this is the case, we will rely on your explicit consent under Article 9(2)(a) UK/EU GDPR. You may withhold or withdraw that consent at any time via your device or account settings.

Australian Privacy Act note: Under APP 3.3, we will only collect sensitive information with your consent and where the collection is reasonably necessary for one or more of our functions or activities. We apply the principle of data minimisation strictly and collect only the minimum information required for each specified purpose (APP 3.1).

Issue Date: 01 June 2026

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6. Personal Data We Collect

6.1 Data You Provide

When you create an account or use the Service, you may provide:

- Name and contact details (address, telephone number, email address)
- Organisation details where you use the Service on behalf of an entity
- Login credentials (username; passwords are stored in hashed form)
- Information or Material you upload, enter, or transmit through the Service

6.2 Data Collected Automatically

When you use the Service, our systems automatically collect technical data necessary to provide and secure it, including:

- Date and time of access
- Date and time of scanning QR2id Codes
- IP address and network identifier
- Browser type, operating system, and device type
- Pages accessed and documents downloaded
- Session duration and page-load times
- Changes made to records during your session
- Domain name of the server applicable to the QR2id-related web application used

This data is collected on the basis of our legitimate interests in securing and operating the Service. Where we investigate a suspected security incident, relevant log data will be retained and, if necessary, disclosed to law enforcement authorities in accordance with applicable law.

6.3 Location Data

Certain functions of the Service (such as location-based testing or servicing or geotagging of waste consignments) may request access to your device's GPS location. We will only collect precise location data with your explicit prior consent. You may withdraw consent at any time via your device or QR2id App settings; this will disable location-based features and may prevent reporting as required by an Authority but will not otherwise affect your use of the Service.

6.4 Data from Third Parties

We may also receive Personal Data about you from:

- Authorised third parties updating records on your behalf (for example, an organisation you have authorised to manage your account)
- Client organisations through whose contract you access the Service (see section 7.4)
- Public sources where relevant to verifying identity or organisational credentials

Issue Date: 01 June 2026

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6.5 Data Minimisation

We apply the principle of data minimisation. We collect only the Personal Data that is adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.

7. How We Use Your Personal Data

7.1 Service Delivery

We use your Personal Data to provide, operate, and maintain the Service, including authenticating users, processing waste tracking transactions, storing records you create, and providing support.

7.2 Security and Fraud Prevention

We use automatically collected technical data and account activity logs to monitor for, detect, and respond to security threats, fraud, abuse of the Service, and unauthorised access. Where we detect or reasonably suspect an attempted breach of our systems, we will preserve relevant information and may disclose it to law enforcement authorities.

7.3 Legal and Regulatory Compliance

We use Personal Data as necessary to comply with applicable law, including regulations, court orders, regulatory requests, and other legal processes.

7.4 Third-Party Client Contracts

Where you access the Service through a contract between Amtac and a third-party client (for example, an Authority), we will process your Personal Data in accordance with the privacy requirements specified by that client, in addition to our own obligations under these Terms. We will provide you with details of the relevant client's privacy requirements at the point of onboarding.

7.5 Service Improvement

We may use aggregated or anonymised data derived from your use of the Service to improve the features and functionality of the Service. Where such data is genuinely anonymised — meaning it cannot reasonably be used to re-identify you — it is not Personal Data and is not subject to these Terms.

7.6 No Automated Decision-Making with Legal Effects

We do not use your Personal Data to make solely automated decisions that produce legal or similarly significant effects on you without human review. If this changes, we will inform you and obtain any required consent.

Issue Date: 01 June 2026

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8. Accuracy of Personal Data

We take reasonable steps to ensure that the Personal Data we hold is accurate and, where necessary, kept up to date. You are responsible for ensuring that the information you provide through the Service is accurate. You may update your account information at any time by logging in to the Service. If you believe we hold inaccurate Personal Data about you, please exercise your right to rectification under section 12.

9. Cookies and Similar Technologies

9.1 What Are Cookies?

Cookies are small text files placed on your device by a website. They help the website recognise your device on subsequent visits and can be used to maintain your session, remember preferences, and collect analytical information.

9.2 Consent and Transparency

For users in the UK, we comply with the Privacy and Electronic Communications Regulations 2003 (PECR), which requires your prior, informed, opt-in consent before we store or access non-essential cookies on your device.

For Australian users, we comply with the transparency and collection notice requirements of APP 1 and APP 5, which require us to inform you of the types of information we collect and how we use it. Whilst Australian law does not prescribe a specific cookie consent mechanism, consistent with OAIC guidance, we adopt an opt-in approach for non-essential cookies as best practice.

When you first visit the Service, you will be presented with a cookie consent banner. You may choose to accept or decline each category of non-essential cookies. Your preference will be saved and respected on subsequent visits. Pre-ticked boxes or continued browsing do not constitute valid consent.

9.3 Categories of Cookies

We use the following categories of cookies:

- **Strictly Necessary Cookies:** These are essential to enable you to log in, navigate the Service, and use core features. They do not collect Personal Data for advertising or analytics. These cookies are placed on the basis of our legitimate interest in providing the Service and, where required by law, on the basis of implied necessity. They cannot be disabled without preventing core functionality.
- **Analytics and Performance Cookies (consent required):** These collect information about how you use the Service (e.g., pages visited, error messages) in order to improve it. All such data is processed only with your consent. We use only analytics tools that process

Issue Date: 01 June 2026

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data within Australia or the UK, or that rely on a valid transfer mechanism (see section 10).

- **Functionality Cookies (consent required):** These remember your preferences (e.g., language, region) to improve your experience.

9.4 Managing Cookies

You may withdraw or change your cookie consent at any time by accessing our cookie settings via the My Details menu option. You may also configure your browser to block or delete cookies; see your browser's help documentation for instructions. Note that blocking strictly necessary cookies will impair the functionality of the Service.

For further information on cookies, see the ICO guidance at ico.org.uk (UK users) and the OAIC guidance at oaic.gov.au (Australian users).

10. Sharing Your Personal Data and International Transfers

10.1 Who We Share Data With

We may share your Personal Data with:

- Service providers and data processors acting on our instruction (for example, cloud hosting providers, email delivery services, analytics providers), subject to appropriate data processing agreements
- Third-party clients through whose contract you access the Service, to the extent necessary to provide the Service
- Regulators, Authorities, property owners and occupiers, property agents, waste receiving facilities, and other stakeholders affiliated with the device being serviced or tested, or waste being transported, are subject to appropriate data processing agreements
- Law enforcement, courts, or regulatory authorities, where required by law or court order
- Parties involved in a corporate restructure, merger, or acquisition of Amtac, subject to appropriate confidentiality obligations

We do not sell your Personal Data to third parties.

10.2 International Transfers

Amtac stores and processes Personal Data in Australia and the UK. Australia does not currently hold an adequacy decision under the UK GDPR, so any transfer of Personal Data from the UK to Australia requires an appropriate safeguard under Article 46 UK GDPR.

We rely on the following transfer mechanisms for transfers from the UK:

- UK International Data Transfer Agreements (UK IDTA), approved by the UK Secretary of State

For Personal Data transferred to or from other countries in the course of providing the Service, we rely on APP 8 of the Australian Privacy Act 1988 (Cth). Before disclosing Personal Data to an overseas recipient, we take reasonable steps to ensure that the

Issue Date: 01 June 2026

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recipient will handle that information in a manner consistent with the APPs, including by incorporating appropriate contractual protections in our agreements with overseas service providers.

Copies of relevant transfer documentation are available on request: privacy@qr2id.com.

Australian Privacy Act note (APP 8): Where we disclose Personal Data to an overseas recipient, we remain accountable for the recipient's handling of that information to the extent required by APP 8.1. We have assessed our overseas data flows and put in place contractual and technical safeguards accordingly. We will not disclose Personal Data to an overseas recipient unless we reasonably believe the recipient is subject to a law substantially similar to the APPs or we have obtained your consent.

11. Data Retention

Consistent with APP 11.2 and UK GDPR storage limitation principles, we retain Personal Data only for as long as is necessary for the purposes for which it was collected, or as required by law. Our standard retention periods are:

- Account data: for the duration of your account and for 7 years after closure, to meet legal and contractual obligations
- Waste tracking, testing and servicing records: as required by regulation (currently a minimum of 7 years)
- Security and access logs: 12 months from creation, unless retained for an active security investigation
- Cookie consent records: 3 years from the date of consent, to demonstrate compliance
- Support correspondence: 3 years from the resolution of the relevant matter

When retention is no longer justified, Personal Data is securely deleted, de-identified, or anonymised. You may request de-identification or deletion of your Personal Data before the end of the applicable retention period, subject to our legal obligations (see section 12).

12. Your Privacy Rights

Under the Australian Privacy Act 1988 (Cth) and, for UK users, the UK GDPR, you have the following rights in relation to your Personal Data / Personal Information. To exercise any of these rights, contact privacy@qr2id.com with your full name, account email, and a description of your request. We will respond within 30 days (UK GDPR: one calendar month, extendable by two further months in complex cases with notice).

12.1 Right of Access (APP 12; Article 15 UK GDPR)

Under APP 12 you have the right to request access to the Personal Information we hold about you, and we must provide access unless an exception applies. UK users also have the right under Article 15 UK GDPR to receive a copy of Personal Data together with information

Issue Date: 01 June 2026

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about purposes, recipients, retention, and available rights. We will not charge for providing access unless the request is manifestly unfounded or excessive.

12.2 Right to Correction (APP 13; Article 16 UK GDPR)

Under APP 13 you have the right to request correction of Personal Information that is inaccurate, out of date, incomplete, irrelevant, or misleading. We must take reasonable steps to correct the information or, if we decline, give you written reasons and information about how to complain. UK users additionally have the right to have incomplete data completed.

12.3 Right to De-identification / Erasure (APP 11.2; Article 17 UK GDPR)

Under APP 11.2 we must take reasonable steps to destroy or de-identify Personal Information that is no longer needed for any purpose for which it may be used or disclosed under the APPs. You may request that we action this early where the information is no longer necessary.

UK users have an additional right under Article 17 UK GDPR to request erasure where: the data is no longer necessary for the purpose collected; consent is withdrawn and no other lawful basis exists; processing was unlawful; or erasure is required by law. This right does not apply where processing is necessary for compliance with a legal obligation or for the establishment, exercise, or defence of legal claims.

12.4 Right to Restriction of Processing (Article 18 UK/EU GDPR)

You have the right to request that we restrict processing of your Personal Data in certain circumstances, for example, while accuracy is being contested or an objection is pending.

12.5 Right to Data Portability (Article 20 UK/EU GDPR)

Where processing is based on your consent or on contract performance, and is carried out by automated means, you have the right to receive your Personal Data in a structured, commonly used, and machine-readable format, and to transmit that data to another controller.

12.6 Right to Object (Article 21 UK/EU GDPR)

You have the right to object at any time to processing based on our legitimate interests. We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests, rights, and freedoms, or unless processing is necessary for legal claims.

You have an absolute right to object to processing of your Personal Data for direct marketing purposes.

12.7 Right to Withdraw Consent (Article 7(3) UK/EU GDPR)

Where processing is based on your consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing prior to withdrawal.



12.8 Right Not to Be Subject to Automated Decision-Making (Article 22 UK/EU GDPR)

You have the right not to be subject to decisions based solely on automated processing that produce legal or similarly significant effects on you. As noted in section 7.6, we do not currently conduct such processing.

12.9 Right to Lodge a Complaint (Privacy Act s36; Article 77 UK GDPR)

If you believe we have interfered with your privacy or infringed your data protection rights, you have the right to complain to:

- The Office of the Australian Information Commissioner (OAIC) — for Australian users: oaic.gov.au | GPO Box 5218, Sydney NSW 2001 | 1300 363 992. A complaint to the OAIC must generally first be made to us; if unresolved within 30 days, you may then escalate to the OAIC under s36 of the Privacy Act 1988 (Cth).
- The Information Commissioner's Office (ICO) — for UK users: ico.org.uk | 0303 123 1113

We would appreciate the opportunity to address your concerns directly before you escalate to a regulator, but this does not affect your right to complain at any time.

12A. Notifiable Data Breaches

We maintain appropriate technical and organisational security measures to protect Personal Data against unauthorised access, loss, misuse, or destruction, consistent with APP 11.

In the event of an eligible data breach under the Notifiable Data Breaches (NDB) scheme (Part IIIC, Privacy Act 1988 (Cth)), we will notify the OAIC and affected individuals as soon as practicable, in accordance with our obligations.

For UK users, in the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the ICO without undue delay and, where required, notify you directly, in accordance with Articles 33 and 34 of the UK GDPR.

13. Amtac's Access to Account Data

More sensitive information stored through the Service is encrypted. Amtac may access, read, preserve, and disclose account information where we reasonably believe it is necessary to:

1. respond to user support requests;
2. comply with a lawful court order, subpoena, or other legal process;
3. investigate potential or suspected violations of these Terms;
4. detect, prevent, or address fraud, security vulnerabilities, or technical issues.

All access by Amtac personnel to Client account data will be logged and auditable by the affected user (provided the account is active and the logging does not compromise a legal process). This access is governed by our internal data access policy.

Issue Date: 01 June 2026

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Where we disclose Personal Data in response to a legal request, we will, where permitted by law and practicable, notify the affected user before disclosure.

14. Report Agreement

Under applicable legislation and regulation, testers, service agents, and waste handlers may be required to directly, or on behalf of a third-party client, submit information to an Authority. By using the Service for reporting or tracking purposes, you agree that Amtac may act as your 'agent' for the supply of information to the applicable Authority, in relation to actions processed through the Service.

15. Your Responsibilities

In using the Service, you are responsible for:

- Maintaining the accuracy and currency of all information or Material you provide through the Service
- Ensuring that any information or Material you upload does not infringe the intellectual property or other rights of any third party
- Ensuring that you have the right to upload any Personal Data of third parties and that doing so is lawful — in particular, that you comply with the Australian Privacy Act 1988 (Cth) and, for UK users, the UK GDPR
- All consequences arising from your use of the Service

You retain intellectual property rights in information or Material you upload. By uploading Material to the Service, you grant Amtac a limited, non-exclusive, royalty-free licence to store, reproduce, and process that Material solely to the extent necessary to provide the Service to you and to comply with our legal obligations. This licence does not permit Amtac to use your Material for any other purpose, including commercial exploitation, without your separate written consent.

Privacy note: Where Material you upload contains Personal Data / Personal Information of third parties, you are responsible for ensuring that collection and transfer of that data to Amtac is lawful under the Australian Privacy Act 1988 (Cth) and, for UK users, the UK GDPR. If you are an organisation processing data on behalf of your clients or employees, you may be an APP entity / Data Controller in your own right, and Amtac may act as your service provider / Data Processor. A separate data processing or service agreement may be required. Please contact privacy@qr2id.com.

Issue Date: 01 June 2026

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16. Login and Security

Each user of the Service must be a natural person (an individual). Shared use of login credentials is not permitted.

You are responsible for maintaining the confidentiality and security of your credentials. We strongly recommend using a unique password for the Service that is not used on any other platform. If you believe your credentials have been compromised, you must immediately change your password and notify us at support@qr2id.com with full details.

You accept sole responsibility for all actions taken under your account while your credentials are in use. You must not share your login credentials with any other person.

17. Licence and Fair Use

Subject to these Terms and payment of any applicable fees, Amtac grants you a personal, non-exclusive, non-transferable, non-sublicensable, revocable licence to access and use the Service for lawful purposes. This licence is granted solely to enable your use of the Service as provided by Amtac.

Amtac reserves the right to apply Fair Use provisions to any and all services and to impose limits on use and storage at our sole discretion and without prior notice, to the extent necessary to protect the Service and other users.

18. Rules and Restrictions

You must not, while accessing or using the Service:

1. display or enter false, misleading, or deceptive information;
2. use the Service to harvest data or to send unsolicited communications (spam);
3. use the Service in connection with any unlawful act or purpose;
4. harass, bully, stalk, or otherwise harm or attempt to harm any user of the Service, including through discriminatory or abusive conduct;
5. publish, upload, or link to offensive, defamatory, or malicious content;
6. access or attempt to access the Service by any means other than through the published interfaces provided by Amtac;
7. disrupt, overload, or interfere with the Service or its infrastructure, including by distributing viruses, malware, or other harmful code;
8. probe, scan, or test the vulnerability of any system or network, or circumvent any security or authentication measure;
9. send altered, deceptive, or false source-identifying information;
10. process the Personal Data of others through the Service in a manner that violates applicable data protection law.

Issue Date: 01 June 2026

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19. Amtac's Intellectual Property Rights

All right, title, and interest in and to the Service (excluding Material covered under separate client agreements and Personal Data belonging to users) are and will remain the exclusive property of Amtac. The Service is protected by copyright, trademark, and other applicable intellectual property laws. Nothing in these Terms grants you the right to use the QR2id App® name, trademarks, logos, or other brand features except under a separate written agreement with Amtac.

Feedback, comments, or suggestions you provide to Amtac are voluntary, and Amtac may use them without obligation to you.

20. Termination

These Terms remain in effect until terminated as follows:

1. You may terminate at any time by discontinuing use of the Service and closing your account.
2. Amtac may suspend or terminate your access if you fail to pay an applicable invoice within the prescribed period.
3. Amtac may suspend or terminate your access where Amtac reasonably believes you have acted contrary to these Terms, or where your actions create material legal or commercial risk to Amtac or its clients.

On termination, Amtac will handle your Personal Data in accordance with section 11 (Data Retention) and your data subject rights under section 12. Provisions of these Terms that by their nature survive termination will continue to apply.

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

21. Disclaimer and Limitation of Liability

The Service is provided on an "AS IS" and "AS AVAILABLE" basis. To the maximum extent permitted by applicable law, Amtac disclaims all warranties, express or implied, including warranties of merchantability or fitness for a particular purpose. Amtac does not warrant that the Service will be uninterrupted, error-free, or free from malicious code.

To the maximum extent permitted by applicable law, Amtac's aggregate liability to you for any claims arising out of or relating to these Terms or your use of the Service shall not exceed the greater of AU\$100 or the amount you paid to Amtac in the three months preceding the event giving rise to the claim.

Nothing in these Terms excludes or limits Amtac's liability for:

- fraud or fraudulent misrepresentation
- death or personal injury caused by negligence

Issue Date: 01 June 2026

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- liability that cannot lawfully be excluded or limited under applicable law, including under Article 82 of the UK GDPR (compensation for material or non-material damage from a GDPR infringement) and under the Privacy Act 1988 (Cth) s98 (compensation for interference with privacy as determined by the OAIC or Federal Court)

You are responsible for ensuring that your device is protected by up-to-date malware and virus detection software. Amtac is not responsible for browser plug-ins or third-party software that inserts content into web pages on your device.

22. Governing Law and Jurisdiction

Subject to the provisions below, these Terms and any disputes arising from them shall be governed by the laws of the State of Queensland, Australia. Legal proceedings shall be brought in the courts of Queensland.

Notwithstanding the above:

- Australian users retain all rights under the Privacy Act 1988 (Cth), the Competition and Consumer Act 2010 (Cth), and other applicable Australian legislation. Nothing in these Terms affects those statutory rights.
- Users in the United Kingdom retain all rights conferred by UK law, including rights under the UK GDPR, the Data Protection Act 2018, and the Consumer Rights Act 2015. Nothing in these Terms affects those statutory rights.
- Privacy and data protection complaints may be lodged with the OAIC (Australia) or the ICO (UK), regardless of these jurisdiction provisions. See section 12.9.

23. Entire Agreement and Changes to These Terms

These Terms, together with our Privacy Notice and any applicable client-specific terms, constitute the entire agreement between you and Amtac regarding the Service and supersede all prior agreements.

Amtac may revise these Terms from time to time. We will provide reasonable prior notice of material changes — by email, in-service notification, or by posting a notice on the Service — before changes take effect. The most current version will always be available at <https://qr2id.app/terms>.

Where a material change affects your rights or our data processing activities, we will obtain any required fresh consent or provide a clear opportunity for you to object or terminate. Your continued use of the Service after changes take effect constitutes acceptance of the revised Terms for non-material changes.

Issue Date: 01 June 2026

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24. Contact Us and Complaints

For general enquiries about the Service:

- Email: support@qr2id.com
- Website: <https://qr2id.app/contact>

For data protection and privacy enquiries:

- Email: privacy@qr2id.com
- Post: Privacy Officer, Amtac Pty Ltd, 1 Carrican Court, Greenbank, Queensland 4124, Australia

If you wish to exercise your data subject rights (section 12), please use the above contacts and include your full name, account email address, and a description of your request. We will respond within one calendar month.

If you are dissatisfied with our handling of a privacy matter, you may also contact the relevant regulator:

- Australia: Office of the Australian Information Commissioner (OAIC) — oaic.gov.au | 1300 363 992
- UK: Information Commissioner's Office (ICO) — ico.org.uk | 0303 123 1113

Issue Date: 01 June 2026

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