

Efficiency Leaders – Terms of Service

Version: 1.1

Effective Date: 15 September 2025

1. Acceptance of Terms

1.1 By accessing or using any module of the RapidP2P platform (“Platform”), you (“User”) agree to be bound by these Terms of Service (“Terms”).

1.2 These Terms form part of the Agreement between the Customer and Efficiency Leaders. Capitalised terms not defined herein have the meaning given in the Master SaaS Agreement.

1.3 If you do not agree to these Terms, you must not access or use the Platform.

1.4 A copy of these Terms, along with related legal documents, is available at:
<https://efficiencyleaders.com.au/legal>.

2. User Accounts

2.1 Each User must:

- Keep login credentials secure and confidential;
- Use the Platform only for authorised business purposes;
- Immediately report any suspected unauthorised access or misuse.

2.2 The Customer remains responsible for all activity conducted under its user accounts.

3. Permitted Use

3.1 Users must:

- Access the Platform solely for the internal business operations of the Customer;
- Comply with all applicable laws and policies when using the Platform.

3.2 Users must not:

- Use the Platform for any fraudulent, unlawful or harmful purpose;
- Attempt to copy, modify, reverse-engineer or create derivative works of the Platform;
- Interfere with the performance or availability of the Platform;
- Use the Platform to transmit any harmful code, viruses, or spam.

4. Availability and Maintenance

4.1 Efficiency Leaders uses best efforts to maintain uptime and availability of the Platform during standard operating hours.

4.2 The Platform may occasionally be unavailable for scheduled maintenance or unforeseen interruptions. Notice of planned outages will be provided.

5. Privacy and Data Use

5.1 All data is stored in Australia using Microsoft Azure infrastructure. Efficiency Leaders complies with applicable privacy laws, including the Australian Privacy Act, NZ Privacy Act and GDPR.

5.2 The Privacy Policy, available at <https://efficiencyleaders.com.au/privacy>, explains how personal and operational data is collected, used and protected.

6. Suspension and Termination of Access

6.1 Efficiency Leaders may suspend or terminate a User's access where:

- The User breaches these Terms and has failed to remedy such breach within a reasonable time of receiving written notice of such breach;
- The Customer's account is overdue or suspended;
- There is a suspected security or legal risk.

6.2 Access will be reinstated as soon as the underlying issue is resolved.

7. Third-Party Services

7.1 The Platform may include features integrated with third-party providers, including ABBYY FlexiCapture and Peppol.

7.2 Use of such integrations may be subject to additional terms imposed by the third-party providers.

8. Liability

8.1 The Platform is provided "as-is" for permitted use. Efficiency Leaders does not warrant that it is error-free or uninterrupted.

8.2 To the extent permitted by law, Efficiency Leaders disclaims all liability for indirect, incidental or consequential losses.

8.3 Refer to the Master SaaS Agreement for complete terms on warranties and liability.

9. Changes to Terms

9.1 Efficiency Leaders may update these Terms of Service from time to time.

9.2 Continued use of the Platform after changes are published constitutes acceptance of the updated Terms.

9.3 The most current version is always available at: <https://efficiencyleaders.com.au/legal>.

10. Governing Law

10.1 These Terms are governed by the laws of New South Wales, Australia. Users submit to the non-exclusive jurisdiction of its courts.

11. Version Control

1.1 Update Clauses 6.1

22 October 2025

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