

SMARTRETENTION TERMS & CONDITIONS

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RECORDS AND INFORMATION MANAGEMENT
PRACTITIONERS ALLIANCE

Advancing and Connecting the Records and Information
Management Profession.

SmartRetention Terms and Conditions

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1. Introduction

Welcome to SmartRetention, published by Records and Information Management Practitioners Alliance Global. These Terms and Conditions ("Terms") govern the use and subscription to the SmartRetention service. By subscribing to or using Retention, you agree to these Terms. If you do not agree, please do not use or access the service.

2. Description of Service

SmartRetention is a comprehensive online guide designed to assist with record retention and compliance in accordance with Australian legislation. Subscriptions to SmartRetention provide access to interpretive guidance on record retention requirements across various legislative frameworks.

3. Eligibility

To subscribe to SmartRetention, you must:

- Provide accurate and up-to-date information during the subscription registration.

4. Subscription Terms

4.1 Duration and Renewal

- Subscriptions are offered on an annual basis and you may renew at the end of each term to continue accessing the service.
- You may choose between a single-user or multi-user license at the time of subscription.

4.2 Access and Usage Rights

- Subscription grants you non-exclusive, limited access to SmartRetention content for the term of your subscription.
- Subscribers may not distribute, share, or reproduce SmartRetention content beyond the terms of their license.
- Multi-user access will be provided according to the type of subscription purchased.

4.3 Payment and Fees

- Subscription fees are listed in AUD and must be paid in full at the start of the subscription period.
- We accept credit card payments as well as bank transfers.
- All subscriptions are subject to GST.

5. Free Trials and Promotions

We may offer free trials or promotional rates for new subscribers. Such offers are subject to these Terms and additional terms that may be communicated at the time of the offer.

6. Cancellations and Refunds

6.1 Cancellation Policy

- You may cancel your subscription by contacting us at admin@rimpa.com.au or 1800242611. Cancellations are effective at the end of the current billing cycle and no refunds will be issued.
- Access to SmartRetention will continue until the end of your subscription term, after which your account will be deactivated.

6.2 Refund Policy

- Subscription fees are non-refundable except as required by Australian Consumer Law. If there has been an error in billing, please contact us within 30 days for assistance.

7. Changes to Service and Pricing

We reserve the right to modify, suspend, or discontinue any part of the SmartRetention service at our discretion. Subscription fees may change, but we will provide notice of such changes in advance. Your continued use of the service after changes have been made constitutes acceptance of those changes.

8. Intellectual Property Rights

All content, materials, and software provided within SmartRetention remain the property of Records and Information Management Practitioners Alliance Global. You may not copy, modify, distribute, or republish any part of Smart Retention without our prior written consent.

9. User Conduct

By using the SmartRetention, you agree to:

- Use the SmartRetention content solely for lawful purposes and in accordance with these Terms.
- Refrain from sharing login credentials or enabling unauthorised access to the service.
- Avoid any actions that could harm the SmartRetention platform or interfere with other users' access.

10. Disclaimer of Warranties and Limitation of Liability

- SmartRetention is provided "as is," without warranties of any kind, express or implied. We do not guarantee that the service will meet all of your needs or be error-free.
- To the extent permitted by Australian law, we disclaim any liability for damages arising from your use of SmartRetention.

11. Indemnification

You agree to indemnify and hold RIMPA Global harmless from any claims or damages arising from your breach of these Terms.

12. Governing Law

These Terms are governed by the laws of Australia. Any disputes related to these Terms or SmartRetention will be resolved under Australian law and jurisdiction.

13. Changes to Terms and Conditions

We reserve the right to update or modify these Terms at any time. We will notify you of any significant changes, and your continued use of SmartRetention following such changes will constitute your acceptance of the revised Terms.

14. Contact Information

If you have any questions about these Terms or the SmartRetention service, please contact us at:

- Email: admin@rimpa.com.au
- Phone: 1800242611
- Address: 1/43 Township Drive, Burleigh Heads Qld 4220

By subscribing to SmartRetention, you acknowledge that you have read, understood, and agree to these Terms and Conditions.