Terms of Service

Conditions of use for the OpsCore Eventz platform

Version 1.0 · Effective 29 August 2026

Review before you publish this

This document is supplied as a starting point that matches what the software actually does. It has not been reviewed by a lawyer. Your counsel should check it against your jurisdiction, your procurement terms and your records-retention obligations before you rely on it.

1. These terms

These terms govern access to and use of OpsCore Eventz ("the platform"), a registration and event management service operated by the organization named on your agreement ("we", "us").

An organization is given its own tenancy on the platform. Administrators of that organization accept these terms on its behalf, and are responsible for the conduct of the accounts they create.

2. Accounts and access

Access is granted through named accounts. Accounts are personal and must not be shared: the platform records who performed each administrative action, and a shared account destroys that record.

Each account is assigned one or more roles. A role carries a set of permissions, and the platform checks those permissions on the server for every action — hiding a control in the interface is not the security boundary.

You are responsible for keeping credentials confidential, for enabling multi-factor authentication where your organization requires it, and for telling us promptly if you believe an account has been compromised.

- Sign-in attempts are recorded in your organization's audit log.
- Accounts lock for fifteen minutes after five consecutive failed attempts.
- An administrator can end every active session for a user immediately.

3. Your data remains yours

Your organization retains ownership of the data it puts into the platform, including event configuration, registrations, attendee records and financial records.

We process that data to provide the service. We do not sell it, and we do not use it to train models or to build advertising profiles.

Data belonging to one organization is scoped to that organization throughout the platform. A request for a record belonging to another organization is answered as though the record does not exist.

4. Acceptable use

You agree not to use the platform to store or distribute unlawful material, to attempt to gain access to another organization's tenancy, to probe or test the security of the service without written authorization, or to interfere with its operation for others.

Automated access through the platform's API is permitted under an issued API key, within the rate limits published for that key. Keys are scoped, and using a key beyond its granted scopes is a breach of these terms.

5. Registrations, payments and refunds

Registration fees, cancellation windows and refund conditions are set by the organization running each event, not by the platform. Those terms are shown to the registrant before payment and recorded with the registration.

Where an organization uses an external payment processor, that processor's own terms apply to the card transaction. The platform records the brand and last four digits of the card and the processor's reference; it does not store card numbers, expiry dates or security codes at any point.

Invoices, receipts and refund records generated by the platform are records of the transaction as configured by the organization. Disputes about a specific charge should be raised with the organization that ran the event.

6. Availability and change

We aim to keep the service available, but we do not guarantee uninterrupted operation. Maintenance may require planned downtime, which we will give notice of where practical.

Features may change. We will not remove a capability your organization depends on without notice, and we will not change these terms retroactively for a period you have already paid for.

7. Integrations

The platform can connect to external services — payment processors, finance systems, email and SMS providers, and single sign-on identity providers. Each integration requires credentials that your organization supplies.

Until valid credentials are entered, an integration is shown as requiring credentials and does not operate. The platform does not simulate a connection it does not have, and it does not mark a message as delivered unless a provider accepted it.

8. Suspension and termination

We may suspend access where there is a serious security concern, unlawful use, or non-payment, and we will tell you why.

On termination, your organization may export its data. We will retain records only as long as required by our own legal obligations, and we will confirm in writing when deletion is complete.

9. Liability

Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot lawfully be limited.

Subject to that, neither party is liable for indirect or consequential loss, and our total liability is limited to the fees paid for the service in the twelve months before the claim.

10. Contact

Questions about these terms should go to the administrator of your organization's tenancy in the first instance. They can escalate to us through the support channel on their agreement.