Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

Services Disclaimer

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1. What We Do

Hulppa Pty Ltd (“we”, “our”, or “us”) provides services that help organisations and individuals implement, manage, and optimise digital systems, software workflows, and hardware integrations.

We operate as a service provider, facilitating the use, configuration, and implementation of software platforms, hardware solutions, automation tools, and data-processing systems.

Our work may involve the use of open-source software, third-party platforms, APIs, cloud services, and external tools as part of delivering our services.

Our services (“Services”) may include:

- System setup, configuration, optimisation, and process automation
- Implementation support for hardware and software systems
- Data handling, system integration, and workflow enablement
- Ongoing support, troubleshooting, and advisory services

The specific scope of services depends on the engagement between you and us.

2. What We Don’t Do

Hulppa is not a software developer, manufacturer, engineering firm, legal advisor, or regulatory consultant.

Except for the Services listed above, we do not provide or represent that we provide:

- Software product development or coding outside the agreed scope
- Electrical, mechanical, or civil engineering services
- Compliance, legal, or regulatory advice
- Warranties or guarantees relating to third-party hardware, software, or open-source tools
- Performance guarantees for third-party platforms or cloud systems

You are responsible for determining whether the Services and associated tools meet your operational, technical, regulatory, and commercial requirements.

3. Use of Third-Party and Open-Source Tools

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As part of delivering the Services, we may use or assist you in using:

- open-source software
- third-party platforms and applications
- cloud services
- hardware or digital products supplied by external providers

These are subject to their own licences, terms, warranties, and limitations, which we do not control.

We do not guarantee the performance, availability, continuity, accuracy, or security of any third-party or open-source system.

Any risks associated with adopting or relying on such systems remain with you.

4. Customer Responsibility for Data Backups

You are solely responsible for:

- collecting, storing, and maintaining backups of your data;
- ensuring that backups are created at appropriate intervals;
- validating that backups function correctly; and
- maintaining any credentials, access keys, or permissions required to restore data.

We may assist in setting up or configuring backup processes where agreed, but ongoing backup management remains your responsibility.

Where backups are stored on systems, platforms, or accounts that we configure or support,we will provide you with reasonable access to those backups upon request, subject to:

- security verification,
- access permissions set by the platform provider, and
- any applicable third-party terms and limitations.

We do not accept liability for loss of data, corruption, inaccessibility, or backup failures arising from your failure to maintain adequate backups or from third-party system behaviour.

5. Our Liability

We aim to provide Services with due care, skill, and professionalism.

However:

- You are responsible for determining the suitability of the Services and any tools used within them.
- We do not guarantee the accuracy, performance, reliability, or fitness for purpose of third-party or open-source tools.
- We are not liable for losses arising from errors, downtime, or limitations of third-party systems.
- We do not guarantee the completeness, accuracy, or usefulness of processed or provided data.

Where Services involve accessing or processing data on behalf of another party, you warrant that

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you have all necessary permissions to allow us to do so.

Nothing in this Disclaimer removes or limits any rights that cannot be excluded under theAustralian Consumer Law.

6. Regulatory and Compliance Responsibilities

We do not provide advice regarding:

- permits, licences, or regulatory approvals;
- compliance obligations;
- legal or statutory requirements relating to your use of software, systems, or data.

You are solely responsible for determining your regulatory obligations and for obtaining all required approvals.

We are not liable for any cost, loss, or delay arising from your failure to obtain such approvals.

7. Acceptance of Disclaimer

By accessing or using our Services, systems, or website, you acknowledge and agree to the terms of this Disclaimer.