SiteYarn End User Terms

Version: 2.0 · **Effective date:** 07/12/2026 · **Web address:** siteyarn.com.au/terms

1. About these terms

SiteYarn is a job-site-management app for trade businesses.
It is run by Ethan Aldridge, **ABN 83 544 030 240,** based in Queensland ("**SiteYarn**", "**we**", "**us**").

You can use SiteYarn because the business you work for or with (the "**Business**") has a subscription with us and has invited you. These terms are between you and us. They cover how you may use the app.

The Business's own agreement with us covers fees, service levels and the Business's data. If these terms and that agreement conflict, that agreement wins as between us and the Business.

Nothing in these terms changes your employment or contracting arrangement with the Business, or any right you have under law.

Accepting these terms

You accept these terms when you tick the box at first sign-in. We record who accepted, when, and which version. If you do not accept, do not use SiteYarn and tell the Business.

Who can use SiteYarn

- **Invite only.** You can only use SiteYarn if the Business's Owner has invited you.
- **Age.** If you are under 18, you may use SiteYarn only if the Business employs you lawfully (for example as an apprentice) and has your parent or guardian's consent where the law or your training arrangements require it.
- **One person, one account.** Your account is for you only.

2. Your account and device

- **Keep your password private.** Do not share it or your PIN with anyone, including workmates.
- **Lock your phone.** Your phone must have its own screen lock. The SiteYarn PIN is a quick screen lock, not full security. Anyone holding your unlocked phone may be able to see your SiteYarn information.
- **Lost or shared phone.** Tell the Business's Owner straight away so they can sign you out and reset your access.
- **Your own device and data.** If you use your own phone, you pay for its mobile data and keep it working and updated. Some features (camera, push alerts, installing the app) depend on your phone and browser. On iPhone, push alerts only work after you add SiteYarn to your home screen.
- **No offline saving.** SiteYarn needs a connection to save anything you enter.

3. Using SiteYarn properly

You must

- **Use it for the Business's work only.**
- **Record honestly.** Hours, breaks, expenses, receipts, notes and photos must be true and complete to the best of your knowledge.
- **Check before you confirm.** When you confirm your hours, you are saying they are correct. If they are wrong, use Dispute and explain why.
- **Check receipt scans.** The optional AI receipt reader may be incorrect. You must check and fix entries before you save.
- **Report problems.** Tell the Business or us if you think something is insecure or someone has accessed something they should not.

You must not

- **Photograph people or private documents** unless the job record needs it. Avoid faces, number plates and customers' private papers where you can.
- **Upload anything unlawful, offensive, discriminatory or unrelated** to the work, or anything you do not have the right to share.
- **Post other people's private details** (for example phone numbers, addresses or health information) on the Notice Board.
- **Try to get around the app's access controls,** look at information you are not meant to see, test or attack the system, or copy, change or reverse-engineer the software.
- **Use someone else's account** or let someone use yours.
- **Copy customer or Business information** out of SiteYarn for anything other than the Business's work.

4. Records in SiteYarn

- **Closed Toolbox Talks are locked.** Once a Toolbox Talk is closed, nobody can edit it via the app, including the Owner. Mistakes are fixed through later, traceable steps such as an hours dispute.
- **Changes are recorded.** SiteYarn keeps an audit trail of who changed what and when. The Owner can see it.
- **Workmates can see some of your information.** People on the same Toolbox Talk can see that day's roster, hours and expenses. The Privacy Policy explains exactly who sees what.
- **Records are only as accurate as what people enter.**

5. What SiteYarn is not

SiteYarn is a record-keeping tool. It does not replace the Business's own legal duties or professional advice. In particular:

- **Not a payroll system.** It records hours but holds no pay rates and does not calculate wages. The Business is responsible for paying you correctly and meeting its Fair Work obligations.
- **Not a safety system.** A Toolbox Talk record does not mean a site is safe. The Business remains responsible for work health and safety, and you must still follow its safety procedures.
- **Not accounting or tax advice.** Expense totals are what people enter; SiteYarn does not calculate GST.
- **Overtime flags are prompts only.** They are not a legal decision about your entitlements.

If you have a question about your pay, hours or safety, raise it with the Business first.

6. Who owns what

- **The Business owns its data.** That includes the hours, expenses, photos, notes and documents you enter for it.
- **You let us host it.** You give us permission to store, copy, display and process what you upload, only as needed to run SiteYarn for the Business and as described in the Privacy Policy.
- **We own the software.** SiteYarn, its design, code and branding belong to us. These terms do not give you any rights in them beyond using the app.
- **Ideas and feedback.** If you suggest an improvement, we may use it to improve SiteYarn for everyone, without paying you. We will not identify you or use the Business's data to do so.

7. Availability and changes to the app

- **We aim to keep SiteYarn running,** but we cannot promise it will always be available or error-free. It relies on third-party services (hosting, email and phone push services).
- **Maintenance.** We may take SiteYarn offline for maintenance. Where we can, we will give the Business notice and do it outside normal work hours.

- **Updates.** We update SiteYarn from time to time. When a new version is ready, the app will ask you to refresh.

8. Suspending or ending your access

- **The Business controls your account.** The Owner can deactivate it at any time, for example when you leave. Deactivation removes your access immediately. Your past records stay with the Business.
- **We may suspend your access** if we reasonably believe your account has been compromised, you have seriously or repeatedly broken these terms, or we must do so by law. Where we reasonably can, we will tell you and the Business first and give you a chance to fix the problem.
- **If the Business's subscription ends,** your access ends too.

9. Responsibility and liability

- **Your consumer rights stay.** Nothing in these terms excludes, restricts or changes any right or remedy you have under the Australian Consumer Law or any other law that cannot be excluded.
- **Our responsibility.** We will provide SiteYarn with reasonable care and skill. We are responsible for loss caused by our own breach of these terms or our negligence, to the extent the law makes us responsible.
- **What we are not responsible for:** loss caused by incorrect information someone enters; decisions the Business makes using SiteYarn records; your device, network or phone settings; your breach of these terms; or events outside our reasonable control, such as an outage at a third-party provider.
- **Indirect loss.** To the extent the law allows, we are not liable to you for indirect or consequential loss, such as lost income or lost opportunities.

10. Changes to these terms

We may update these terms, for example when we add a feature or the law changes. We will:

- **show the new version in the app,** with a short summary of what changed;
- **give at least 14 days' notice** before a change that reduces your rights takes effect, unless the change is needed sooner for legal or security reasons; and
- **ask you to accept again** if the change is significant.

Earlier versions are available on request.

11. Support and contact

- **Questions about your hours, pay, sites or access:** ask the Business's Owner or your supervisor first.
- **Technical problems or security concerns:** email **support@siteyarn.com.au**.
- **Privacy questions or complaints:** email **privacy@siteyarn.com.au** or see the Privacy Policy at siteyarn.com.au/privacy.

12. General

- **Governing law.** These terms are governed by the law of Queensland, Australia. You and we accept the jurisdiction of Queensland courts.
- **Disputes.** If you have a complaint about SiteYarn, please contact us first. We will try to resolve it within 30 days.
- **If part of these terms is unenforceable,** the rest still applies.
- **Transfer.** We may transfer these terms to a company we set up to run SiteYarn. Your rights under these terms will not be reduced by the transfer, and we will tell you if it happens.