



# ExperiencePQ Acceptable Use Policy

Last updated: 12 February 2026

This Acceptable Use Policy (the "AUP") applies to your use of the ExperiencePQ platform and services (the "Services") provided by ExperiencePQ Pty Ltd ABN 91694727109 ("ExperiencePQ," "we," "us," or "our"). By accessing or using the Services, you ("you," "your," or "User") agree to comply with this AUP, our Terms of Use, Privacy Policy, and any applicable Enterprise Agreement.

ExperiencePQ may modify this AUP at any time. We will notify you of material changes via email or in-app notification at least 30 days in advance (where practicable). Continued use of the Services after the updated AUP takes effect constitutes your acceptance. If you do not agree, you must cease using the Services immediately.

We take this policy seriously because ExperiencePQ exists to create **psychological safety** for high-stakes professionals to share hard-earned lessons, turn failures into stepping stones, and build Performance Intelligence (PQ) together. Violations undermine that trust and may result in suspension or termination of access, with or without prior notice, at our sole discretion.

## 1 PROVISION OF SERVICES & LAWFUL USE

---

We grant you a limited, revocable, non-exclusive, non-transferable licence to access and use the Services **solely** for lawful, internal organisational purposes: operational debriefing, after-action reviews, performance analysis, continuous improvement, and organisational learning within your authorised organisation.

You must comply with all applicable Australian laws, including (but not limited to):

- the *Privacy Act 1988* (Cth) and Australian Privacy Principles (APPs)
- the *Australian Consumer Law* (Schedule 2 to the *Competition and Consumer Act 2010* (Cth))
- relevant state/territory health records legislation
- professional codes of conduct (e.g., Australian Health Practitioner Regulation Agency standards)
- the *Criminal Code Act 1995* (Cth)

## 2 ELIGIBILITY

---

You must:

- be at least 18 years of age
- be an authorised member of an organisation with an active ExperiencePQ subscription (or be evaluating the Services with our express permission)



- not have been previously suspended or banned from the Services
- have the authority (and all necessary consents) to share any organisational, operational, or personal information you upload

### 3 ACCOUNT SECURITY & RESPONSIBILITY

---

You are responsible for:

- keeping your credentials confidential and not sharing accounts
- enabling multi-factor authentication where available
- immediately reporting suspected unauthorised access to [support@experiencepq.io](mailto:support@experiencepq.io)
- ensuring all activities under your account comply with this AUP and your organisation's policies

### 4 PROHIBITED CONTENT & CONDUCT

---

You must not upload, create, transmit, store, display, distribute, or share any content that:

- is unlawful under Australian law (including child exploitation material, terrorist content, incitement to violence, or material that breaches the *Criminal Code*)
- violates privacy, confidentiality, or professional obligations (including disclosing personal or health information without consent or lawful basis under the APPs)
- is defamatory, harassing, threatening, abusive, discriminatory, or bullying
- is obscene, pornographic, or sexually explicit
- contains viruses, malware, or harmful code
- infringes third-party intellectual property rights
- is misleading, fraudulent, or misrepresents facts
- compromises operational security or discloses classified/sensitive information to unauthorised persons
- violates your organisation's data classification, security, or records-management policies

### 5 ACCEPTABLE USE OF THE SERVICES

---

The Services are designed **exclusively** for:

- conducting debriefs and after-action reviews
- documenting lessons learned, marginal gains, and adaptive insights



- collaborating with authorised team members
- using AI features to analyse trends and generate recommendations (subject to human validation)

You may **not** use the Services for:

- any purpose unrelated to organisational learning and performance improvement
- personal, recreational, or non-work-related content
- formal investigations that should be handled through official HR, legal, or regulatory channels
- circumventing user limits or sharing credentials

## 6 HANDLING SENSITIVE OPERATIONAL & PERSONAL INFORMATION

---

You acknowledge that debrief content may include sensitive operational details or personal/health information. You are solely responsible for:

- assessing what information may lawfully and appropriately be shared (in accordance with the APPs, your organisation's policies, and any applicable health records legislation)
- obtaining any required consents
- de-identifying or redacting information about non-consenting individuals (e.g., members of the public, patients)
- using Platform privacy controls correctly

ExperiencePQ processes information only as a service provider under the APPs and our Privacy Policy. We are not responsible for your compliance decisions.

## 7 AI-GENERATED CONTENT

---

AI outputs are **informational only** and must be independently reviewed and validated by qualified humans before any operational use. You must not:

- treat AI recommendations as authoritative or substitute for professional judgment
- misrepresent AI-generated content as human-authored
- rely solely on AI for critical decisions



## 8 INTELLECTUAL PROPERTY

---

We own all IP in the Services (including AI models and algorithms). You retain ownership of your uploaded content but grant us a limited licence to process it to provide the Services. You must not infringe our IP rights.

## 9 FEEDBACK

---

Any feedback you provide becomes our property and may be used without compensation or restriction.

## 10 REPORTING VIOLATIONS

---

Report suspected violations immediately to [support@experiencepq.io](mailto:support@experiencepq.io) (subject line: “AUP Violation Report”). We will investigate promptly and fairly, in line with our Just Culture philosophy.

## 11 NO PROFESSIONAL ADVICE

---

The Services are **not** a substitute for medical, legal, mental health, or other professional advice. They support debriefing and learning only. Always consult qualified professionals for operational, health, or legal decisions.

## 12 CONSEQUENCES OF VIOLATIONS

---

We may, in our sole discretion and acting reasonably:

- issue a warning
- remove prohibited content
- temporarily suspend access
- permanently terminate access
- report illegal activity to law enforcement or regulators (including under the Notifiable Data Breaches scheme where required)

You will have an opportunity to respond before serious action (except in cases of clear illegality or immediate risk).

## 13 THIRD-PARTY SERVICES & LINKS

---

Third-party integrations and links are governed by their own terms. We are not responsible for them.



## 14 TRIAL USERS

---

Trial access is for evaluation only, provided “as is,” time-limited, and subject to the same restrictions. Data export is available before trial expiry if you choose not to subscribe.

## 15 CONTACT

---

For questions:

ExperiencePQ Pty Ltd Email: [support@experiencepq.io](mailto:support@experiencepq.io)

By using ExperiencePQ, you confirm you have read, understood, and agree to comply with this Acceptable Use Policy.

This policy is governed by the laws of the Australian Capital Territory.