



TERMS OF SERVICE

(For Website and Platform Use)

Last Updated: 24 February 2026

INTRODUCTION

These Terms of Service (“Terms”) govern your access to and use of the Ready Take Action website, mobile application, and all related services (“Platform”). The Platform is administered by Ready Take Action (RTA) (ABN 33 248 239 140) (“we”, “us”, “our”), and may be operated and promoted by third-party entities under licence.

By using the Platform, you agree to be bound by these Terms and our Privacy Policy. If you do not agree, you must not use the Platform.

In life-threatening emergencies, ALWAYS call 000 immediately.

1. ABOUT READY TAKE ACTION

Ready Take Action (“RTA”) is an emergency preparedness and community resilience tool. The Platform provides:

- Emergency preparedness planning tools
- Personalised checklists and safety plans
- Real-time hazard notifications and emergency alerts
- AI-powered recommendations and risk assessments
- Community support and resource-sharing features
- Post-disaster recovery tracking and documentation
- Emergency contacts and SOS functionality

The Platform is an informational aid only. It does not replace official emergency services, emergency warnings, or professional advice.

2. NOT EMERGENCY OR PROFESSIONAL ADVICE

- RTA does not provide professional, legal, medical, insurance, or emergency-response advice.
- All alerts, recommendations, and information are general in nature.
- Critical information should always be verified with government authorities (e.g., SES,

CFA, RFS, BOM).

- In emergencies, follow official instructions from authorities.

You use the Platform and all generated content at your own risk.

3. ACCEPTANCE OF TERMS

By using the Platform, you agree that you:

- Accept these Terms
- Accept the Privacy Policy
- Are legally able to enter into binding agreements
- Will comply with Australian law
- Will provide accurate information, including age, identity, and location
- Will not misuse emergency features

If you create an account on behalf of an organisation, you confirm you have the authority to do so.

4. AGE REQUIREMENTS & VERIFICATION

To comply with Australian law (including Online Safety Act requirements):

- Minimum Age to Use Platform: 13 years
- Community/Social Features: 16+ only, with age verification
- Users aged 13–15 require verifiable parental/guardian consent
- Children under 13 must not have accounts created for them

We may require age or identity verification through approved documents or third-party verification services.

5. LOCATION SERVICES & CONSENT

Some Platform features rely on GPS data, including:

- Real-time alerts
- Travel mode
- SOS activation
- Location-specific safety plans

GPS and device-location access require your explicit consent through device settings. You may revoke permission at any time, but certain features may not function without location access.

6. ACCOUNT CREATION & SECURITY

You may create an account using:

- Email and password (email verification required)
- Social login (Google, Microsoft, Facebook)

You agree to:

- Keep your login credentials confidential
- Use a strong, unique password
- Enable MFA on your email account
- Notify us immediately of unauthorised access
- Not share your account with others

We may suspend or terminate accounts for security reasons or Terms violations.

7. IDENTITY VERIFICATION

We may require identity or age verification when:

- Accessing age-restricted features
- Uploading evidence for insurance or recovery documentation
- Reporting hazards for government use
- Organising community events
- High-risk changes (email change, account recovery)
- Fraud or suspicious activity is detected

Verification documents are encrypted and deleted after verification unless required by law.

8. USER RESPONSIBILITIES

You agree that you will:

- Use the Platform lawfully
- Provide accurate and truthful information
- Not misuse emergency features (e.g., false SOS alerts)
- Not impersonate others
- Not upload harmful or misleading content
- Not breach copyright or intellectual property rights
- Not interfere with or attempt to circumvent security systems
- Follow community guidelines when using social features

Misuse may result in suspension, termination, or referral to authorities.

9. COMMUNITY GUIDELINES (APPLICABLE TO SOCIAL FEATURES)

When engaging in community or social features, you agree:

- No harassment, bullying, or discriminatory behaviour
- No spam, promotions, or advertisements
- No sharing of false emergency information
- No sharing of sensitive personal information about others
- No posting content that is illegal, harmful, or misleading

We may remove content or suspend accounts at our discretion.

10. CONTENT OWNERSHIP & LICENSING

10.1 User Content

You retain ownership of all content you upload, including:

- Photos, videos, documents
- Hazard reports
- Community posts
- Action plans or notes

You grant RTA a non-exclusive licence to store, process, and use your content solely for the operation of the Platform.

10.2 Our Content

All Platform content and intellectual property remain the property of RTA or its licensees. You must not:

- Copy, reproduce, or distribute content
- Reverse engineer the Platform
- Use content for commercial purposes without permission

11. WEBSITE TERMS (FOR readytakeaction.com)

The website includes general information, guidance, and resources. These are:

- For informational purposes only
- Not professional advice
- Not guaranteed to be accurate, current, or complete

We may change or remove content at any time.

11.1 External Links

We are not responsible for:

- Third-party websites
- External services
- Linked content accuracy

Access them at your own risk.

12. AI-GENERATED CONTENT

RTA uses artificial intelligence to generate personalised:

- Action plans
- Risk assessments
- Safety recommendations
- Training suggestions

AI-generated content:

- May contain inaccuracies
- Should be reviewed and customised
- Must not replace official instructions or professional advice

AI is an assistive tool only.

13. AVAILABILITY & SERVICE INTERRUPTIONS

We aim for high service availability, but do not guarantee:

- Continuous access
- Error-free performance
- That alerts will always be timely or delivered
- That data will always sync or be backed up

The Platform may be unavailable during maintenance, outages, disasters, or technical issues.

14. SUBSCRIPTIONS & PAYMENTS

If you purchase a subscription:

- Billing is recurring until cancelled
- No refunds for partial billing periods
- Prices may change with 30 days' notice
- Third-party processors handle payment details (we do not store card numbers)

Cancellation: You may cancel anytime. Access continues until the end of the current billing period.

15. PRIVACY & DATA PROTECTION

Your use of the Platform is also governed by our Privacy Policy, which complies with:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles

- Cross-border data transfer rules
- Notifiable Data Breaches Scheme

Key points:

- Data may be stored in Australia, the USA, or Singapore
- Sensitive data is encrypted
- We will NEVER sell personal information
- Users may access, correct, or delete their data

See the Privacy Policy for detailed rights and obligations.

16. LIMITATION OF LIABILITY

To the maximum extent permitted by Australian law:

We are not liable for:

- Any loss arising from reliance on Platform information
- Inaccurate AI-generated content
- Unavailable or delayed alerts
- Data loss, corruption, or unauthorised access
- Third-party services or external websites
- Misuse of the Platform by users

Where liability cannot be excluded under Australian Consumer Law, it is limited to the extent permitted by law.

17. AUSTRALIAN CONSUMER LAW

Nothing in these Terms excludes your rights under the Competition and Consumer Act 2010 (Cth).

If a major failure occurs, you may be entitled to:

- A refund
- Compensation for reasonably foreseeable loss

These rights apply despite any other provision in these Terms.

18. ACCOUNT SUSPENSION OR TERMINATION

We may suspend or terminate your account if:

- You breach these Terms
- You provide false information
- You misuse emergency features
- You violate community standards

- You refuse identity or age verification
- Your behaviour poses risk to others or the Platform

Users may delete their account at any time.

19. CHANGES TO TERMS

We may update these Terms as needed. Changes will be communicated via:

- Email notification
- In-app notices
- Updated publication on the website

Continued use after updates constitutes acceptance of revised Terms.

20. GOVERNING LAW & DISPUTE RESOLUTION

These Terms are governed by the laws of Victoria, Australia.

Dispute resolution process:

1. Contact us to attempt informal resolution
2. If unresolved, participate in good-faith mediation
3. Legal proceedings must be commenced in the Victorian courts

21. CONTACT INFORMATION

Ready Take Action

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