LogITm8

Security & Data Handling

Day 4 Tech Pty Ltd | PressureLog

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Contact: admin@logitm8.com

This page explains how PressureLog handles business records and the steps customers can take to protect their information. Read it alongside our Privacy Policy, Subscription Terms and User Rules.

Your records and how we use them

As between you and Day 4 Tech Pty Ltd, your business retains ownership of the information, photographs, readings and reports submitted to or generated by PressureLog for you, subject to third-party rights.

We process Customer Data only as reasonably necessary to provide, secure, support and troubleshoot the service, carry out authorised instructions, comply with law and enforce the applicable agreement.

We may improve our products using feedback and genuinely de-identified, aggregated usage statistics that do not identify a customer, person, site or job.

We do not sell Customer Data or use it to train a general-purpose AI model.

Access and protection

We use reasonable measures to protect information against unauthorised access, disclosure, alteration and loss.

Your business manages its authorised users and their permissions. Access by our personnel is limited to relevant business purposes, such as support, troubleshooting, administration and security.

We use service providers for functions such as hosting, storage, authentication, email delivery and security. Their access is limited to information relevant to their functions and the purposes permitted by the applicable agreement.

No internet service or storage system is completely secure. Users must protect their credentials and devices, avoid sharing passwords and promptly report suspected unauthorised access.

Where information is handled

Information may be stored, processed or accessed outside Australia, including in Singapore.

Overseas handling remains subject to the restrictions in the applicable customer agreement and any legal obligations that apply. Our Privacy Policy explains this in more detail.

Saving records and working offline

PressureLog saves completed reports. Unfinished drafts are not a recoverable record, and work may be lost if report generation fails before completion.

When working offline, information awaiting synchronisation may remain on the device. Check that it has synchronised and the completed report has been saved before clearing browser data, removing the application or changing devices.

Unsynchronised information may be lost if a device or its stored data is lost or cleared.

Keep exported copies of records your business needs to retain. Backups do not guarantee that an individual record or unfinished draft can be recovered.

Report delivery

Reports are sent as PDF attachments to the recipients your business specifies in its account.

Our email delivery provider processes the recipient information, message and attachments needed for delivery. Your business must ensure recipients are correct and authorised to receive the information.

Deleting a report from PressureLog does not recall emailed copies or remove files already downloaded onto devices.

Payments

Payments are processed through Stripe using the designated payment checkout.

Do not enter payment-card details into job records, photographs, notes or reports. We use relevant billing records and payment-status information to administer subscriptions.

Export, retention and deletion

For paid subscriptions, you have 90 days after the subscription ends to view and export existing completed reports as PDFs, subject to necessary security or legal restrictions.

If an export failure attributable to us is reported before the deadline and prevents export, we pause deletion of the affected records. You have at least seven calendar days to export after access to export is restored and we notify you.

After the export period, including an applicable extension, we delete Customer Data from active production systems unless retention is legally required.

Residual copies may remain in protected backups until their ordinary expiry. Relevant billing, security, legal and support records may be retained for their legitimate purposes and applicable retention requirements. This does not permit indefinite retention or unrelated use of job records.

If a backup is restored for disaster recovery, we take reasonable steps to reapply deletions so that deleted Customer Data is not returned to ordinary use.

Customers and recipients remain responsible for copies held on their devices and in their email systems. Separate pilot or trial agreements may specify different export and deletion periods.

Information you should not upload

Do not upload health information, sensitive personal information, personal government identifiers or payment-card details into PressureLog records.

Only include information and photographs your business is authorised to provide. Avoid capturing unrelated people, personal documents or unnecessary personal details.

If prohibited information is uploaded accidentally, contact us promptly. Do not assume that every upload is inspected or that prohibited content will be detected automatically.

Website tracking

Our website does not use website analytics, advertising cookies or other non-essential tracking technologies.

Essential cookies and browser storage may support sessions, application operation, security and offline functionality. Clearing stored information may affect these functions or remove information awaiting synchronisation.

Reporting an issue

Contact admin@logitm8.com promptly if you suspect unauthorised access, lost information, an incorrect report recipient or another security issue.

Include enough information to identify the issue, but do not send passwords or unnecessary sensitive information.

If we become aware of a security incident affecting Customer Data, we will notify the affected customer without undue delay, provide relevant information as it becomes available and reasonably cooperate with legally required notifications.

How this page relates to your agreement

This page summarises our practices. The applicable Subscription Terms or pilot agreement sets out contractual rights, service commitments and remedies. Our Privacy Policy explains our handling of personal information.

This page does not introduce an additional uptime, response-time or data-restoration guarantee, or reduce rights that cannot lawfully be excluded.