

Portal Terms

1 Introduction

Eighty20 provides portals (including the Suburb Profiler portal, Data Portal and Credit Portal), which include data or information provided via the portal, flat file formats or other formats agreed with you. These terms are for the portal we provide to you as we describe in a written subscription contract, estimate, quote, proposal, order or invoice we send to you. They are in addition to our general Terms of Service relating to all the services that we provide to clients and the policies in our Trust Centre on our website.

2 Access to named authorised users

Only named authorised users can access the portal. We will agree in writing how many of your users may access the portal. Only people who have an email address in your organisation's domain (for example@brandname.com) may access the portal. Please provide their full name and email address so we can create their account on the portal.

3 Portal abuse and unauthorised sharing of passwords

We monitor the portal for abuse. Please do not share account details with others. If we find that people at other organisations (or other people within your organisation) are using your login details, we may deactivate your access or switch off the entire account.

4 Portal uptime and technical support

We will ensure that the portal is available to you to access and operational at a 95% performance rate over a monthly period. We provide support according to our Technical Support Terms in our Trust Centre on our website.

5 Training

We will provide one annual training session per renewal period included in the subscription cost. Training will be via teleconferencing with as many authorised users as needed. We can organise additional training at a cost.

6 Fees and payment

You will pay us the fees we have agreed within 30 calendar days (due date). Your continued access to the portal is dependent on you paying the invoices by the due date. If you default on your invoice by more than 60 days, your access to the portal will be deactivated. If you subsequently pay the outstanding amount, we will re-activate your access for the remainder of your subscription period. We accept your payments without prejudice. We may credit your payments to arrears.

7 Microsoft Power BI Pro License

If the portal runs on the Microsoft Power BI business analytics tool that requires you to have a Pro License with Microsoft, the license is not part of this agreement. You may have to pay Microsoft (directly or through us) an additional fee for that license.

8 Restricted use of data

We grant you a licence to use the data in or from the portal for internal analytics and decision-making purposes (Intended Purposes). You may only use the data for the Intended Purpose and cannot, aggregated or otherwise, supply it to third parties or commercialise it without our prior written consent. We will adjust the agreed fees if you wish to do this. We (or our data suppliers) own the intellectual property rights to the portal or data, and it remains our property.

9 Datasets

The portals include several base datasets (a list is available on request). Premium datasets are available on request at an additional cost if you have not already purchased access to the data from the data supplier. We reserve the right to update or adjust the datasets, and they will be available to you during your subscription.

10 Liability

The information or data you get from the portal is not advice. We do not supplant your management or other decision-making bodies. We do not guarantee results. You remain responsible for your decisions and actions. We are not liable or vouch for the accuracy for the data.

11 Changes to the portal

The variables in the portal are limited to those on the definitions page. If you wish to change functionality, add segments to any of the datasets, add other variables, add places of interest or add any of your own data (including existing datasets), we will quote for that work separately.

It is possible that our data providers and our data supply agreements may change in a way that has an impact on our agreement with you. We will treat this as a change and follow the change control procedure in clause 7 of the Terms of Service. If you reject a scope change proposal, we may stop providing the solution and provide you a pro rata refund (if an annual subscription).

12 Privacy

We respect your privacy and the privacy of your users. We will process and protect their personal information according to our Privacy Policy in our Trust Centre on our website.

13 Data protection

Eighty20 is not your processor and therefore the parties do not need to sign a data processing agreement (DPA). The parties may agree otherwise in writing.

14 Last updated

- 5 November 2025 (first version)