

Venue Data Processing Terms

By creating or using an OpShifts venue account, the venue agrees to these Venue Data Processing Terms.

Roles. For personal information relating to the venue's staff members, the venue is the responsible party and OpShifts is the operator. OpShifts processes staff personal information only to provide the services, on the venue's documented instructions, and as required by applicable law.

Venue authority and lawful basis. The venue confirms that it has the authority to provide staff personal information to OpShifts and to instruct OpShifts to process it. The venue is responsible for having a lawful basis for that processing, providing required privacy notices, and obtaining any required consents or authorisations.

Venue decisions and responsibility. The venue remains solely responsible for all employment, rostering, scheduling, leave, pay, disciplinary, and other workforce decisions; compliance with employment, labour, privacy, and anti-discrimination laws; and the accuracy and lawfulness of staff information, staffing rules, and instructions supplied through the service.

AI-assisted functions. Where enabled, OpShifts may use AI to convert free-text availability messages into structured scheduling information. Any future AI-assisted scheduling recommendation is decision support only. An authorised venue manager must review, approve, reject, or amend it before action is taken. OpShifts does not make final employment, rostering, leave, disciplinary, pay, or other consequential decisions for the venue.

Sensitive information. The venue must not instruct OpShifts to use health information, medical information, protected characteristics, or other sensitive personal information for AI-assisted scheduling recommendations unless it has a lawful basis and appropriate safeguards. The venue will instruct staff not to include unnecessary sensitive information in free-text messages.

Security and confidentiality. OpShifts will apply reasonable technical and organisational safeguards to protect staff personal information and will ensure that authorised personnel are subject to confidentiality obligations. The venue is responsible for protecting its account credentials and limiting dashboard access to authorised users.

Subprocessors and international transfers. The venue authorises OpShifts to use service providers to support the platform, including messaging, hosting, database, automation, dashboard, payment, and AI providers. OpShifts will require those providers to protect personal information and process it only for authorised purposes. The venue acknowledges that some processing may occur outside South Africa, subject to appropriate safeguards.

Incidents. If OpShifts becomes aware of a security compromise involving the venue's staff personal information, OpShifts will notify and reasonably assist the venue without undue delay. The venue remains responsible for determining and making any notifications to staff members or regulators, unless applicable law requires OpShifts to notify directly.

Retention and deletion. OpShifts retains staff data during the venue's active subscription and in accordance with the venue's documented instructions and applicable law. Following cancellation, OpShifts retains staff data for 90 days to allow reactivation or export, then deletes or anonymises it

unless the venue instructs otherwise or retention is legally required. WhatsApp conversation logs may be retained for up to 12 months on a rolling basis.

Assistance. OpShifts will provide reasonable assistance to enable the venue to respond to staff privacy requests. Staff members should ordinarily direct requests to their employer, as the responsible party.

Precedence. These terms govern the processing of staff personal information. If they conflict with the general Terms of Service on that subject, these terms prevail to the extent of the conflict.

By selecting "I agree," you confirm that you have authority to accept these Venue Data Processing Terms for the venue and that the venue has a lawful basis to provide staff personal information to OpShifts and instruct OpShifts to process it.