TERMS OF USE

Terms of Use

How this website may be used, what our commitments are, and where the commercial agreement takes over.

Last updated: August 2026

About These Terms

CrowdSense (crowdsense.events) is operated by Artefact Group, an Australian business. These terms govern your use of this website. They are not the agreement under which we supply the CrowdSense platform or hardware — platform access, subscriptions, nodes, signage and professional services are governed by the separate agreement recorded in your quote, order or statement of work. Where that agreement and these terms differ, that agreement prevails for the products and services it covers.

Using This Website

You may read, print and share the pages of this website for your own business or personal purposes. You agree not to interfere with the site, probe it for vulnerabilities, scrape it at a volume that degrades service for others, or use it to send unsolicited or unlawful material. We may change, move or withdraw any part of the site at any time.

Our Content and Trade Marks

The text, images, diagrams, product illustrations and layout of this site are ours or our licensors' and are protected by copyright. CrowdSense, Sense Nodes, Vision Nodes, Optic Nodes, Travla, Aura OS, ConstructionSense, CouncilSense, CommunitySense and RetailSense are our marks.

You may not use them in a way likely to cause confusion, imply endorsement, or disparage us. Any other marks appearing on this site belong to their respective owners.

Enquiries and Sign-Ups

Forms on this site relay your message to our team by email. Submitting a form starts a conversation — it does not create an account, reserve stock, book a deployment or form a contract. Please give accurate contact and site details so we can respond usefully. We respond commercially, on business days, with a human reading what you sent; we do not provision anything automatically from a form.

Hardware Supply

Sense Nodes, Vision Nodes, Optic Nodes and signage players are supplied under a quote or order. Title, risk, warranty, replacement, spares, return and end-of-hire terms live in that document, not on this website. Specifications, battery life, detection ranges, capacities and pricing published here are indicative, depend on site conditions and configuration, and change as products evolve. Confirm the figures that matter to you in writing before you rely on them.

Connectivity

Where we supply a SIM and mobile data with a signage player or a node, that connectivity is provided for operating that device on the CrowdSense platform and is subject to fair use. It is not a general-purpose data service and must not be moved into other equipment or resold. Coverage depends on the carrier network at your site. We may shape, suspend or recover a SIM that is used outside its intended purpose or well beyond the plan's fair-use allowance.

Trials and Evaluations

Trials, pilots and early-access programmes run on a scope, duration and set of success measures agreed in writing before we start. Data produced during a trial belongs to the customer, and we will export or delete it at your direction when the trial ends. A trial does not oblige either party to continue, and features made available in early access may change or be withdrawn.

CrowdSense Desktop: Self-Serve Plans

These terms apply to CrowdSense Desktop accounts bought on this website (the event pass and the always-on plan), alongside the rest of these terms.

- **Feeds.** A feed is one camera stream analysed by the app. You choose how many; we switch that many on.
- **Verification.** We activate an account after we have checked the payment method, the organisation and that the computer can carry the feeds. We may decline or suspend an account we cannot verify, and refund anything paid for feeds that never went live.
- **Event pass.** One event is up to five consecutive days, at one primary location, under one name and branding; a series of events, or events at several locations, are several events. The feeds run from fourteen days before the first day to the end of the last day; dashboards and reports stay readable for three months after, then the event's data is deleted unless the location is extended. A pass is paid when booked and is not refunded once its feeds have gone live; a pass cancelled before then is refunded less card fees.
- **Free trial.** The always-on trial runs for fourteen days on up to four feeds. We take a card at sign-up and charge nothing during the trial. Unless you cancel before it ends, the plan you chose starts on the day after and is charged to that card.
- **Always-on billing.** Monthly plans are billed monthly in advance and yearly plans yearly in advance, by card through Stripe, at the per-feed price for the number of feeds on the account. Cancel any time from your account page; the plan stops at the end of the period paid for and is not refunded part way. If a payment fails we may pause the feeds until it is paid.
- **Prices.** Prices are in Australian dollars and exclude GST, which is added at checkout. We give at least thirty days' notice of a price change to an always-on plan.
- **Your computer and cameras.** You supply and look after the computer and the cameras, and you are responsible for having the right to analyse each camera's view and for the signage and notices your site needs. Video is analysed on your computer; only counts and events are sent to us.
- **Data.** The counts and events belong to you. We keep them while the account is active (for an event pass, for the three months above) and delete them afterwards unless you ask us to export them first.

Acceptable Use of the Platform

- Do not use CrowdSense for any unlawful purpose, or in breach of privacy, surveillance or workplace law applicable to your site.

- Do not attempt to re-identify individuals from anonymised counts, signals, keyframes or any other CrowdSense output, or combine it with other data to do so.
- Do not circumvent access controls, share credentials outside your organisation, or access data for sites you are not authorised to view.
- Do not resell, sublicense or provide access to the platform or its data to third parties without an agreement with us that permits it.
- Where crew location features are enabled, use them only for the operational and safety purposes you have told your workers about, and in line with your own obligations to them.

API, Webhooks and Agent Access

The Brain is exposed through an MCP server, a REST API and webhooks. Access uses scoped credentials with read and write separated, calls are audited, and tokens can be revoked. You are responsible for what your credentials do — including anything an AI agent, automation or third-party tool you connect does with them. Keep tokens secret, scope them to the minimum required, rotate them when people leave, and tell us promptly if one is exposed. We may rate-limit, suspend or revoke access to protect platform stability or in response to misuse.

Third-Party Services and Links

This site links to third-party sites and relies on third-party services for form delivery, hosting and analytics. Those services operate under their own terms and privacy policies. We do not control their content or availability and are not responsible for them.

Availability

We aim for continuous availability of this website and the CrowdSense platform, but we do not warrant uninterrupted or error-free service. Scheduled maintenance happens, and connectivity, power and site conditions outside our control can interrupt data capture. Availability commitments, if any apply to you, are set out in your agreement.

Disclaimers and Liability

CrowdSense provides measurement and insight. It is **not a life-safety system**. It does not replace your crowd management plan, emergency procedures, evacuation planning, security or medical personnel, structural and fire safety measures, or any statutory safety obligation you hold as an operator, employer or occupier. Counts, classifications, alerts and retrospective

keyframes are decision support for trained people, and no automated output should be the sole basis for a safety-critical decision.

Content on this website is provided for general information. To the extent permitted by law, we exclude liability for indirect or consequential loss arising from use of this website. We do not exclude, restrict or modify any right, guarantee or remedy that cannot be excluded under the Australian Consumer Law; where our liability under those provisions can be limited, it is limited to resupplying the relevant goods or services or paying the cost of doing so.

Governing Law

These terms are governed by the laws of Queensland, Australia. You and we submit to the non-exclusive jurisdiction of the courts of that state and the courts able to hear appeals from them.

Changes to These Terms

We update these terms as the product changes. The current version always sits on this page, with its date below, and applies from the moment it is published. Material changes affecting an existing customer agreement are handled through that agreement, not here.

Contact

Questions about these terms: experience@crowdsense.events. Privacy enquiries: privacy@crowdsense.events.