

crcCARE Resource Centre Portal – Terms and Conditions

Effective Date: 12th May 2026

These Terms and Conditions govern access to and use of the crcCARE Resource Centre Portal (“Portal”). By accessing, purchasing, downloading, or using any content available through the Portal, users agree to comply with these Terms.

1. Purpose of the Portal

The crcCARE Resource Centre Portal provides access to technical documents, guidance materials, research reports, training resources, presentations, videos, tools, templates, and other environmental and remediation-related content.

Access to content may vary depending on:

- Membership tier;
- Purchased bundles;
- Individual document purchases; or
- Special access arrangements approved by crcCARE.

2. Membership Tiers and Access

crcCARE may offer different membership tiers, including but not limited to Bronze, Silver, Gold, Platinum, or customised memberships.

Membership benefits, inclusions, limitations, pricing, and download allowances are subject to change at any time.

Users acknowledge that:

- Access rights differ between membership levels;
- Some documents and resources are restricted to selected memberships;
- Download limits, viewing limits, or usage quotas may apply;
- Unused download allocations do not automatically roll over unless expressly stated.

crcCARE reserves the right to:

- Modify membership structures;
- Change pricing;
- Add or remove content;
- Restrict access to specific materials.

3. User Accounts

Users accessing restricted or paid content must create an account.

Users are responsible for:

- Maintaining confidentiality of login credentials;
- Ensuring account information remains accurate;
- All activities conducted under their account.

Users must not:

- Share login details with unauthorised persons;
- Allow multiple individuals to use a single-user account unless expressly permitted;
- Circumvent membership restrictions or access controls.

CRC CARE may suspend or terminate accounts that breach these Terms.

4. Corporate and Organisation Accounts

Where corporate or organisation memberships are provided:

- Access is limited to authorised employees or approved representatives;
- Sub-account numbers may be limited according to the membership purchased;
- The organisation is responsible for all use of the account;
- Accounts must not be shared externally.

crcCARE reserves the right to audit account usage to ensure compliance.

5. Payments and Refunds

All fees are payable in Australian Dollars unless otherwise specified.

Membership fees, document purchases, bundle purchases, and subscription fees:

- Must be paid in full prior to access;
- Are generally non-refundable once access has been granted;
- May be revised by crcCARE at any time.

crcCARE may suspend access for overdue or unpaid accounts.

6. Intellectual Property

All Portal content remains the intellectual property of crcCARE or its licensors.

Users may:

- Access and download content for internal business, educational, research, or professional use;
- Cite crcCARE materials with appropriate acknowledgement.

Users must not:

- Reproduce, resell, distribute, publish, or commercially exploit content;
- Upload Portal materials to public websites or shared drives;
- Modify or remove copyright notices;
- Create derivative commercial products using crcCARE content without written approval.

Unauthorised use may result in legal action.

7. Restrictions on Sharing and Distribution

Documents and resources accessed through the Portal are licensed for the approved user or organisation only.

Unless expressly authorised in writing, users must not:

- Share downloaded documents externally;
- Redistribute files to third parties;
- Upload content to learning management systems, cloud drives, or public repositories;
- Use Portal content for resale or commercial redistribution.

crcCARE may use digital tracking, watermarking, or monitoring systems to identify unauthorised distribution.

8. Technical and Educational Information

Portal content is provided for general informational, educational, and professional development purposes only.

crcCARE does not guarantee:

- Completeness;
- Accuracy;
- Suitability for specific projects;
- Regulatory acceptance;
- Site-specific applicability.

Users remain responsible for independently assessing the suitability of any information for their own purposes.

9. AI Tools, Models, and Calculators

The Portal may contain AI-assisted tools, predictive models, calculators, or automated recommendations.

Users acknowledge that:

- AI outputs may contain inaccuracies;
- Results may depend on user inputs and assumptions;
- Outputs should not be solely relied upon for regulatory, engineering, legal, financial, or environmental decisions.

crcCARE accepts no liability arising from reliance on automated outputs.

10. Confidential and Restricted Materials

Some Portal materials may be confidential, restricted, premium, or available only to approved members.

Users agree not to:

- Disclose confidential materials;
- Share restricted information externally;
- Use confidential materials for unauthorised commercial purposes.

Confidentiality obligations continue after membership expiry or account termination.

11. User Conduct

Users must not:

- Use the Portal unlawfully;
- Upload malicious software or harmful code;
- Attempt unauthorised system access;
- Interfere with Portal security or operations;
- Misrepresent affiliation with crcCARE.

crcCARE may investigate suspected misuse and take appropriate action.

12. Availability of Services

crcCARE does not guarantee uninterrupted access to the Portal.

crcCARE may:

- Modify Portal features;
- Add or remove resources;
- Conduct maintenance;
- Suspend services temporarily.

crcCARE is not responsible for losses caused by outages, technical failures, or cybersecurity incidents.

13. Limitation of Liability

To the maximum extent permitted by law, crcCARE shall not be liable for:

- Indirect or consequential losses;
- Loss of data or profits;
- Business interruption;
- Regulatory or project-related outcomes;
- Reliance on Portal materials or downloaded documents.

Total liability shall not exceed the amount paid by the user for Portal access within the previous 12 months.

14. Suspension and Termination

crcCARE may suspend or terminate access where:

- These Terms are breached;
- Unauthorised sharing occurs;
- Fraudulent or suspicious activity is detected;
- Payment obligations are not met.

Upon termination:

- Access rights immediately cease;
- Users must stop using restricted materials;
- Downloaded confidential materials must be deleted if requested.

15. Privacy

crcCARE may collect user information including:

- Account details;

- Download history;
- Portal usage analytics;
- Payment information.

Information may be used for:

- Membership administration;
- Platform improvement;
- Reporting and analytics;
- Marketing and communication;
- Security and compliance purposes.

crcCARE will take reasonable measures to protect user information.

16. Governing Law

These Terms are governed by the laws of New South Wales, Australia.

Any disputes arising from use of the Portal shall be subject to the exclusive jurisdiction of the courts of New South Wales.

17. Changes to Terms

crcCARE reserves the right to update these Terms at any time.

Continued use of the Portal after changes are published constitutes acceptance of the revised Terms.

18. Contact

For membership, licensing, or Portal enquiries, please contact crcCARE through the official website.

I've revised the document specifically for the crcCARE Resource Centre Portal based on the membership/resource access structure reflected in your Excel file, including:

- Membership tiers and access logic
- Download/viewing limits
- Corporate and employee sub-accounts
- Document licensing and sharing restrictions
- Paid bundles and subscriptions
- AI/model disclaimers

- Protection of crcCARE intellectual property
- Suspension and misuse provisions

The wording is now focused specifically on the gated resource/document portal rather than a general website platform.