

Terms of Use

edgecraft.digital · Last updated: 21 October 2026

These Terms explain how you may use our website and our content, how we work with each other, and how to get help from us. By using edgecraft.digital (the Website) or contacting us, you agree to them.

1. Who we are

Edgecraft Digital is the trading name of **Edgecraft Creative Pty Ltd**, a technology company registered in Australia (ABN 63 632 640 898). Our team works from Da Nang through Edgecraft Digital Việt Nam, which is being established there. In these Terms, **we**, **us** and **our** mean Edgecraft Digital and our team in Vietnam and Australia.

2. Using the Website

The Website is for information about our services and products. You may browse it, share links to it and contact us through it. Please don't misuse it: for example, don't try to break into it or our systems, upload harmful code, copy content with automated tools, or send false or offensive messages.

The Website's content is general information, not legal, regulatory or technical advice. Any work we do for you is covered by a separate written agreement, which takes priority over these Terms.

3. Our intellectual property

We own, or have permission to use, everything on the Website and everything we create in our work, including:

- the Edgecraft name, the EDGE CRAFT logo and G icon, and the product names EdgeCare, Clarri and SideNotes;
- our software, designs, system and cloud architectures, methods, templates and documentation;
- our articles, guides, proposals, presentations and other written material.

You may read, print and share our public content for your own use, with credit to Edgecraft Digital. You must not copy, adapt, resell or republish it, use our name or logo, or build a competing product or service from it, without our written permission.

Proposals, quotes, designs and documents we share with you before or during a project are confidential and remain ours unless your agreement with us says otherwise. Please use them only to decide on or carry out work with us.

Your materials stay yours. Information, data and content you give us remain yours. We use them only to respond to you or deliver our services, as set out in our agreement with you and our Privacy Policy. If you send us ideas or feedback, we may use them to improve our services without owing you anything for them.

4. Mutual respect

We want every conversation between you and our team to be professional, courteous and respectful.

What you can expect from us:

- to treat you and your staff politely and fairly, whatever your role, background or language;
- to listen, explain things in plain language, and be honest about what we can and can't do;
- to respond within the times set out in section 5, and to tell you if we need longer;
- to keep your information confidential.

What we ask of you:

- treat our team in Vietnam and Australia with the same courtesy, in every channel: email, phone, messages and meetings;
- no abusive, threatening, discriminatory or harassing language or behaviour, and no unwelcome personal contact;
- contact our staff through our official channels and during working hours, not through their personal accounts;
- raise disagreements calmly, so we can work through them together.

If someone behaves in a way that our team finds abusive or unsafe, we may end the conversation, ask for further contact to be in writing only, or stop working with them. Where needed, we will act to protect our staff as Vietnamese and Australian law allows.

5. Questions and support

How to contact us. Send general questions through the contact form on the Website or by email to hello@edgecraft.digital. If you are a client, please use the support channel set out in your agreement, so your request is logged and reaches the right person.

When we respond. Our working hours are Monday to Friday, 9:00 am to 5:00 pm Vietnam time (UTC+7), excluding public holidays in Vietnam. We aim to reply to enquiries within two business days. Response times for clients, including urgent issues, are set out in their agreement.

Help us help you. Tell us your name, organisation, the system or service involved, what happened and when, and how urgent it is. Screenshots help, but please remove any patient or other sensitive information first.

Keep it secure. Never send patient records, passwords or other sensitive personal data by email, message or the contact form. We will never ask for your password. If you're unsure whether a message really comes from us, contact us through a channel you already know is ours.

If you're not happy. Tell your usual contact or email hello@edgecraft.digital with "Complaint" in the subject line. We will acknowledge it within two business days and aim to resolve it within 15 business days. If we can't resolve it, either of us may take it further under section 8.

6. Our liability

We work hard to keep the Website accurate, available and secure, but we can't guarantee it will always be so. To the extent the law allows, we are not responsible for loss caused by using the Website or relying on its general information. Nothing in these Terms limits rights you have under the Australian Consumer Law, Vietnam's Law on Protection of Consumer Rights (Law No. 19/2023/QH15) or any other law that can't be excluded.

7. Privacy

All client data is managed according to our [Privacy Policy](#).

8. Changes and governing law

We may update these Terms from time to time. The latest version will always be on this page with its date.

These Terms are governed by the laws of Victoria, Australia. If you are in Vietnam, you keep any protections Vietnamese law gives you. The Terms are published in Vietnamese and English. If the two versions differ, the English version applies, unless Vietnamese law requires otherwise.

9. Contact us

Edgecraft Digital

Email: hello@edgecraft.digital

Website: edgecraft.digital