

QR Assignment Policy

Document 06 of 18 · MaintlyQR Legal Package v1.0

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How QR codes are assigned, transferred, and managed on MaintlyQR.

1. The QR Code as Digital Identity

A QR code issued by MaintlyQR is more than a label — it is the anchor point for an asset's permanent digital identity. Every QR code carries a unique identifier that links a physical asset to its full, cumulative Maintenance Ledger.

This digital identity is designed to outlast individual ownership. When an asset changes hands, the QR code and its history travel with the asset, not with the previous owner. This is what makes MaintlyQR fundamentally different from conventional service records.

2. One QR Code, One Asset

Each QR code is permanently assigned to exactly one physical asset. A single QR code may not represent multiple assets, regardless of their similarity, and may not be reused after an asset is retired.

Once assigned, that assignment is permanent unless MaintlyQR expressly authorises a reassignment in writing.

3. Authorisation to Assign

A QR code may only be assigned to an asset by a registered MaintlyQR user who owns or is expressly authorised to manage that asset.

By assigning a QR code, you warrant that you hold the legal right to manage the asset's maintenance records and to make its service history publicly visible via QR scan.

4. QR Codes Are Licensed, Not Sold

When you receive a QR code — physically printed or digitally generated — you receive a licence to use that code for the designated asset. You do not acquire ownership of the QR code, the digital identity, or the underlying infrastructure.

QR codes may not be:

- Resold to any individual, business, or organisation
- Transferred to another MaintlyQR account without MaintlyQR's approval
- Reassigned to a different physical asset without MaintlyQR's approval
- Sublicensed or bundled with third-party products or services

5. Transferring an Asset — Change of Ownership

When a physical asset is sold or transferred to a new owner, the QR code and its Maintenance Ledger transfer with the asset. The history belongs to the asset, not the previous owner.

To transfer: contact support@maintlyqr.com with the QR code identifier and the new owner's MaintlyQR email address. The new owner must confirm acceptance. MaintlyQR will update management rights accordingly.

Maintenance records created by previous owners remain in the Ledger and are not deleted upon ownership transfer.

6. Account Deletion and QR Codes

If a user deletes their MaintlyQR account:

- Personal account data is deleted per the Privacy Policy (Document 2)
- QR codes enter a 60-day grace period during which the Maintenance Ledger remains publicly accessible
- After 60 days, if no account assumes management, MaintlyQR may archive or deactivate the digital identity
- Archived records may be reactivated on request if the QR label is still intact on the physical asset

We strongly recommend transferring asset management before deleting your account.

7. Enterprise and Bulk QR Codes

Businesses purchasing QR codes in bulk receive a licence to assign those codes to their own physical assets only. Bulk purchasers may not:

- Resell individual QR codes to clients or end users
- Assign the same QR code to multiple assets
- Transfer their bulk allocation to another organisation without MaintlyQR's consent

Businesses wishing to incorporate MaintlyQR QR codes into a commercial offering must enter into a separate Reseller Agreement.

8. Damaged or Lost QR Labels

If a physical QR label is damaged, destroyed, or lost, the underlying digital identity and Maintenance Ledger are preserved in MaintlyQR's database. Contact support@maintlyqr.com to arrange a replacement label linked to the same digital identity.

9. Contact

QR assignment questions and transfer requests: support@maintlyqr.com