

Business continuity plan

Purpose and scope

This plan describes how VISAENVOY PTY LTD maintains continuity of its visa and immigration services - including services to mycar Tyre & Auto - in the event of a disruption. Critical functions are: managing client matters and statutory deadlines, lodgement and correspondence with the Department of Home Affairs, client communications, and the protection of client data.

Continuity arrangements

- Systems and data: all matter files and practice systems are cloud-based on ISO 27001-certified infrastructure with daily backups and geographically separate redundancy; recovery point objective 24 hours, target restoration of critical systems within 1 business day.
- Premises: the practice is fully capable of remote operation. If the office is inaccessible, all personnel work remotely with no interruption to lodgements, deadlines or client communications.
- People: every client account and active matter has a nominated backup practitioner with access to the file; there is no single point of failure for any client matter. Contact details for all personnel are maintained in a communications tree.
- Cyber incident: documented incident and data breach response process - contain, assess, notify affected clients and authorities as required by the Privacy Act 1988 (Cth), remediate and review.
- Key supplier failure: alternative providers identified for critical services (IT, telecommunications); client data is exportable at any time.

Incident response

On any disruption a Director activates this plan: assess impact, confirm safety of personnel, stand up remote operations, verify systems and pending deadlines, communicate status to affected clients within one business day, and manage restoration. A post-incident review is held and this plan updated.

Roles, testing and review

The Director is the business continuity owner. Remote-operation capability is exercised routinely through normal hybrid work; backup restoration and the communications tree are tested annually; this plan is reviewed annually and after any activation.

Name: Ian Armani

Position: Director - on behalf of
VisaEnvoy Pty Ltd

Signature:



Date: 15 July 2026

Review
date: Annually