

# Privacy Policy – AI Services

Last updated: August 2025

Jurisdiction: Australia

## 1. Purpose

This Privacy Policy explains how we collect, use, store, and disclose personal information when you use our website, AI chatbots, AI-generated forms, and educational services (collectively, the "Services").

## 2. Compliance with Australian Law

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) when handling personal information.

## 3. What We Collect

Depending on how you use our Services, we may collect:

- Personal identifiers: Name, email address, contact details.
- User input data: Any text, questions, or prompts entered into AI chatbots or forms.
- Usage information: IP address, browser type, device information, and access times.
- Education-related data: Responses, assessments, or feedback provided during learning activities.

We do not intentionally collect sensitive information (e.g., health records, political opinions, religious beliefs) unless you voluntarily provide it — and you should avoid doing so unless essential.

## 4. How We Use Your Information

We may use personal information to:

- Deliver and improve the Services.
- Provide AI-generated outputs based on your inputs.
- Respond to your enquiries or support requests.
- Analyse usage to improve accuracy and performance of AI systems.
- Comply with legal obligations.

## 5. AI Data Handling

AI outputs are generated automatically and may involve processing by third-party AI providers.

We may store anonymised versions of your prompts and AI outputs for system improvement.

We do not sell your data to third parties.

## 6. Disclosure of Information

We may disclose personal information:

- To third-party AI or hosting providers necessary for the operation of the Services.
- Where required by law, court order, or government authority.
- In connection with a business sale, merger, or restructuring.

## 7. Storage and Security

We take reasonable steps to protect personal information from misuse, interference, and loss, and from unauthorised access, modification, or disclosure.

Data may be stored on secure servers located in Australia or overseas (including via third-party cloud services).

## 8. Access and Correction

You may request access to the personal information we hold about you or request corrections where it is inaccurate. Requests can be made by contacting us at [Your Contact Email].

## 9. Cookies and Tracking

We may use cookies and similar tracking technologies to:

- Maintain website functionality.
- Analyse traffic and usage patterns.

You can disable cookies in your browser settings, but some features may not work properly.

## 10. Third-Party Links

Our Services may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

## 11. Children's Privacy

Our Services are not intended for children under 13. If you believe we have collected personal information from a child, please contact us immediately.

## 12. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.