



PRIVACY POLICY

Current as of October 2026

SECTION 1: About This Policy

1.1 Who We Are

Prospero Academy ("Prospero Academy", "we", "us" or "our") provides private tutoring and small-group classes for students from Kindergarten to Year 12, online and in person, in New South Wales. Prospero Academy is operated by Stephen Quigg and Edgar Bo, who carry on business in partnership as Prospero Academy (ABN 56 156 081 752).

1.2 What This Policy Covers

This policy explains how we collect, use, store and share personal information when you visit prosperoacademy.com, make an enquiry, enrol a student, attend lessons or otherwise deal with us. "You" means a student, a parent or guardian, or anyone else who gives us personal information.

1.3 Our Commitment

We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We collect only what we need, we tell you how we use it, and we take reasonable steps to keep it secure.

SECTION 2: Information We Collect

2.1 What We Collect

When	Information we collect
Website enquiry	First name, last name (optional), email, phone (optional), student's year level, preferred lesson format, subjects of interest, and any message you choose to write.
Enrolment	Student and parent or guardian names, contact details, school year, subjects, class or lesson times, and invoice and payment records (payer name, amounts and dates).
Tutoring	Attendance, lesson notes, progress and feedback, homework and assessment results that families share with us, and communications with tutors and administrators.
Online lessons	Students' names, and their voice, image and chat messages when they join a live online lesson through our lesson platform.

2.2 Students Under 18

Many of our students are under 18. We ask that enquiries and enrolments be made by a parent or guardian. We deal with the parent or guardian on matters such as fees, scheduling and progress, and we collect only the student information needed to provide tuition.

2.3 Sensitive Information

Our enquiry form includes an open message box. Please share only what we need to match your student with the right tutor. If you tell us about a learning difficulty, disability, health

condition or similar circumstance, we treat it as sensitive information. We use it only to tailor tuition and support, share it only with the tutors who need it, and handle it on the basis of your consent.

2.4 Our Website

Our website does not use analytics, advertising cookies or tracking pixels. It loads fonts from Google Fonts, which means your device's IP address is sent to Google when you view the site. Our site links to our Instagram and Facebook pages; those platforms collect information under their own privacy policies.

SECTION 3: How We Collect Information

3.1 Directly From You

We collect most information directly from you or your student through our website form, email, phone, enrolment and lessons.

3.2 From Our Tutors

Tutors record lesson notes and progress observations about their students and share them with us so we can support each student.

3.3 Referrals

If you tell us who referred you, we use that name to confirm the referral and apply the benefit described in our Fees and Payment Policy.

SECTION 4: How We Use Your Information

4.1 Purposes

We use personal information to:

- reply to enquiries and arrange trial lessons;
- match students with suitable tutors and schedule lessons;
- deliver tuition, course materials, homework and feedback;
- issue invoices, receive payments and keep financial records;
- communicate about lessons, cancellations, makeup options and changes to our services;
- maintain a safe and orderly learning environment and apply our Student Code of Conduct;
- improve our teaching and our website; and
- meet our legal obligations.

4.2 Marketing

We do not send marketing emails or messages unless you have asked to receive them or we otherwise have your consent. You can opt out at any time using the unsubscribe link or by

emailing us. Messages about an existing enrolment, such as invoices and schedule changes, are not marketing.

4.3 No Sale of Information

We do not sell personal information, and we do not use it for third-party advertising.

SECTION 5: Sharing and Overseas Storage

5.1 Our Tutors

Tutors receive only the information they need to teach and support their students.

5.2 Service Providers

We use third-party services to run our business. These include our website form provider (Web3Forms), email and calendar services, online lesson and portal platforms, and invoicing, payment and cloud storage tools. We share only what these providers need to perform their service.

5.3 Where the Law Requires

We may disclose information where required or authorised by law, or where necessary to protect the safety of a student or another person.

5.4 Overseas Storage

Some of our providers, including our website form provider, may store or process information outside Australia, including in the United States. We take reasonable steps to choose providers with appropriate privacy and security practices. By giving us your information you consent to this.

SECTION 6: Security and Retention

6.1 Security

We take reasonable steps to protect personal information, including limiting access to the tutors and staff who need it, using password-protected accounts and reputable providers, and keeping devices secure. No online system is completely secure, so we cannot guarantee absolute security.

6.2 How Long We Keep Information

Type of record	Retention period
Enquiries that do not lead to enrolment	12 months from last contact, then deleted
Student and enrolment records	While enrolled and for 2 years after the student leaves
Invoice and payment records	Five years, as required for tax and accounting purposes

6.3 Deletion

When information is no longer needed and we are not required to keep it, we delete or de-identify it.

SECTION 7: Your Rights

7.1 Access and Correction

You can ask for a copy of the personal information we hold about you or your student, and ask us to correct anything that is inaccurate or out of date. We may need to confirm your identity first. We aim to respond within 30 days.

7.2 Deletion and Withdrawing Consent

You can ask us to delete your information or withdraw a consent you have given, for example for marketing or for sensitive information you have shared. We will act on your request unless we need to keep the information for legal reasons or to deliver services already in progress. Withdrawing consent may affect our ability to provide tuition.

7.3 Students Under 18

A parent or guardian may make any of these requests on behalf of a student under 18.

To make a request, email admin@prosperoacademy.com.

SECTION 8: Complaints

8.1 Contact Us First

If you have a concern about how we have handled personal information, email admin@prosperoacademy.com with the details. We will investigate and reply within 30 days.

8.2 Office of the Australian Information Commissioner

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or on 1300 363 992.

SECTION 9: General Provisions

9.1 Amendments to this Policy

We may update this policy from time to time. The current version, with its date, is the one we provide to families. Enrolled students and guardians will be given no less than 30 days' written notice of any material change, consistent with our Fees and Payment Policy.

9.2 Relationship to Other Policies

This policy should be read together with our Fees and Payment Policy. If the two differ on how we handle personal information, this policy applies.

9.3 Governing Law

This policy is governed by the laws of New South Wales, Australia.

9.4 Contact Us

Prospero Academy, New South Wales, Australia. Email: admin@prosperoacademy.com

Acknowledgement and Consent

By submitting an enquiry, enrolling at Prospero Academy or attending a lesson, you confirm that you have read and understood this policy and consent to your personal information being collected, used and disclosed as described, including any sensitive information you choose to share with us. If you are a parent or guardian, you confirm that you are authorised to give this consent on behalf of your student.

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