Privacy Policy

Teachly (ABN 72 493 784 092) | Last updated: 16 September 2026

1. We respect your privacy

1.1 Teachly respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth), as amended. This policy sets out how we collect, use, hold and disclose your personal information.

1.2 "Personal information" is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not the information is true and whether or not it is recorded in a material form.

2. Collection of personal information

2.1 Teachly will, from time to time, receive and store personal information you enter onto our website, provide to us directly (including by email or purchase order form) or give to us in other forms.

2.2 You may provide basic information such as your name, school or institution, position, phone number, delivery address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, provide information about your personal or business affairs, change your content or email preferences, respond to surveys and/or promotions, provide payment information, or communicate with our customer support.

2.3 Additionally, we may collect any other information you provide while interacting with us.

2.4 Card payments made through our website are processed by a third-party payment provider. Teachly does not store your full card details.

3. How we collect your personal information

3.1 Teachly collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our products or services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

4.1 Teachly may use personal information collected from you to provide you with information, updates and our products and services, and to fulfil and deliver your orders. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

4.2 Teachly may contact you by a variety of measures including, but not limited to, telephone, email, SMS or mail. You may opt out of marketing communications at any time by using the unsubscribe link in any marketing email or by emailing support@teachly.com.au.

5. Disclosure of your personal information

5.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors (including delivery and payment providers) insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our products or services.

5.2 We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in

response to a law enforcement agency request.

5.3 We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Teachly, www.teachly.com.au, its customers or third parties.

5.4 Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia, including the United States of America, where our service providers (such as email, website hosting and payment platforms) operate. We take reasonable steps to ensure that any overseas recipient handles your personal information in a manner consistent with the Australian Privacy Principles.

5.5 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer, to the extent permissible at law, our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

5.6 By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

6.1 Teachly is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

6.2 The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

6.3 In the event of a data breach that is likely to result in serious harm to you, we will notify you and the Office of the Australian Information Commissioner in accordance with the Notifiable Data Breaches scheme under the Privacy Act 1988 (Cth).

6.4 We retain personal information only for as long as it is needed for the purposes described in this Policy or as required by law, after which it is securely destroyed or de-identified.

7. Access to and correction of your personal information

7.1 You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you, or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at support@teachly.com.au.

7.2 We reserve the right to refuse to provide you with information that we hold about you in certain circumstances set out in the Privacy Act.

8. Complaints about privacy

8.1 If you have any complaints about our privacy practices, please send details of your complaint by email to support@teachly.com.au. We take complaints very seriously and will respond within a reasonable time after receiving written notice of your complaint.

8.2 If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

9. Changes to this Privacy Policy

9.1 We may modify this Policy at any time, in our sole discretion, and all modifications will be effective immediately upon posting on our website. Please check back from time to time to review our Privacy Policy.

10. Website

10.1 When you visit our website. When you come to our website (www.teachly.com.au) we may collect certain information such as browser type, operating system, device type, IP address and the website visited immediately before coming to our site. This information is used in an aggregated manner to analyse how people use our site so that we can improve our service.

10.2 Cookies. We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

10.3 Our website may use cookies and similar technologies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant advertising to website visitors through third-party services such as Google Ads and Meta. These ads may appear on this website or other websites you visit.

10.4 Third party sites. Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship, endorsement or approval of these websites. Teachly is not responsible for the privacy practices of such websites. We encourage our users to read the privacy statements of each website that collects personally identifiable information.

Questions about this document can be sent to support@teachly.com.au.