

Privacy Policy

Last updated: 17 December 2025

This Privacy Policy explains how **Teetsh** (“we”, “us”, “our”) collects, holds, uses and discloses **personal information** when you use our website and platform (the “Services”). We aim to handle personal information in line with Australian privacy requirements, including the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**.

1) Who we are

Teetsh

Address: 4 Impasse des fraises, 57050 Lorry-lès-Metz, France

Email: hello@teetsh.com

For any privacy request, contact us at hello@teetsh.com with the subject “**Privacy request**”.

2) What personal information we collect

We may collect personal information when you:

- visit our website
- create and use an account
- subscribe and pay for Services
- contact support
- use features in the platform (including information you choose to enter or upload).

This may include:

- **Account information:** name, email address, login credentials (password stored in protected form), phone number (optional), address (optional)
- **Billing and subscription information:** plan, invoices, payment status, transaction references provided by our payment provider (we generally do not store full card details)
- **Technical and usage data:** IP address, device/browser information, logs, pages/features used, timestamps

- **Support communications:** messages you send us and related information
- **Content you enter/upload:** depending on how Teetsh is used, this may include student and school-related information entered by you (or your school).

Sensitive information

We do not seek to collect **sensitive information** unless it is necessary to provide the Services and it is provided with appropriate authority/consent.

If you don't provide personal information

If you do not provide certain information, we may not be able to create an account, provide the Services, process payments, or respond to your requests.

3) How we collect personal information

We collect personal information:

- **directly from you** (e.g., when you register, subscribe, contact us, or enter content)
- **automatically** (e.g., through cookies and logs when you browse or use the Services)
- **from service providers** (e.g., payment processing, email delivery, analytics), where relevant.

4) How we use personal information

We use personal information to:

- provide, operate and administer the Services
- create and manage accounts
- process payments and manage subscriptions
- provide customer support and respond to requests
- maintain security, prevent fraud, and troubleshoot issues
- improve the Services (performance, usability, product development)
- send important service messages (e.g., account or policy updates)
- send marketing communications where permitted (see section 7)

- meet legal, regulatory, tax, accounting, and compliance obligations.

5) When we share personal information

We may share personal information with:

- **service providers** who help us run Teetsh (e.g., hosting, payment processing, analytics, support tools, email delivery)
- **professional advisers** (legal, accounting, insurance) where needed
- **authorities** where required or authorised by law, or to protect rights, safety and prevent fraud.

We do not sell personal information.

6) Where your data is stored (France) and overseas disclosures

Our Services are **hosted in France**. This means personal information collected from users in Australia will generally be **stored and processed in France** (outside Australia), and may be accessed by us and our service providers to operate the Services.

When we use overseas service providers, we take reasonable steps designed to ensure they handle personal information appropriately (for example, by using contractual protections and vendor due diligence).

7) Marketing

Where permitted, we may send you product updates and offers. You can opt out at any time by using the **unsubscribe link** in our messages or by contacting us.

8) Cookies and similar technologies

We use cookies and similar technologies to:

- keep sessions secure and help you stay signed in
- remember preferences
- measure and improve performance and usability
- understand feature usage and improve the Services.

You can control cookies through your browser settings. Disabling cookies may affect some features.

9) Data quality

We take reasonable steps to keep personal information accurate, up to date, complete and relevant for the purposes for which it is used.

10) Security and retention

We use reasonable safeguards designed to protect personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure (for example, access controls and encryption in transit).

We keep personal information only as long as needed to provide the Services and meet legal obligations. When personal information is no longer needed, we take reasonable steps to **delete, destroy or de-identify** it, unless we are required by law to retain it.

11) Data breaches

If a data breach occurs that triggers notification obligations under Australian law, we will take steps required by the **Notifiable Data Breaches** scheme, including notifying affected individuals and the Australian regulator where required.

12) Access and correction

You may request access to the personal information we hold about you, and ask us to correct it if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, contact hello@teetsh.com (Subject: "Privacy request"). We may need to verify your identity before responding.

13) Complaints

If you have a concern about how we handled your personal information, please contact us at hello@teetsh.com and we will try to resolve it promptly.

If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

14) Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will publish the updated version on our website and update the "Last updated" date. Continued use of the Services after an update means you accept the updated Privacy Policy.