

Privacy Notice

Who we are. PROVIDENT MARKING PROPRIETARY LIMITED (ABN 26 701 441 625) of New South Wales. We handle personal information in line with the Australian Privacy Principles.

Short version for signup. We use your uploaded practice work to transcribe it, mark it with AI assistance, and prepare feedback for you. A Provident reviewer may review marked reports to check quality. After your account is deleted, we keep a de-identified copy of uploaded work, transcripts and marks so we can test and improve marking accuracy and develop future assessment-feedback products. We remove names, contact details and other information that could reasonably identify you, and we do not use the retained de-identified copy to identify or contact you. If you separately choose to share your VCE or HSC results in December, we keep a de-identified copy of those results with your work for the same improvement purposes. If an upload appears to involve child abuse, child sexual abuse or exploitation, grooming, serious harm, unlawful material or a child at risk, we may stop processing, quarantine or preserve relevant records, and report relevant information to police, ACCCE, eSafety, child protection authorities or other authorities.

What we do NOT ask for. Your name, your parent or guardian's name, your school name, or your date of birth. We believe the best protection for your personal information is to hold as little of it as possible.

What we ask for. A contact email (the parent or guardian's for under-18 students), your graduation year, the subjects you choose, and your VCAA or NESA student number (see below). All of the above information is deleted along with your account on or before the thirtieth day of June of the year following your graduation year, except as set out in 'What we retain' below. For our service, we also ask for uploads of your work, transcript confirmations and marked reports. Additionally, in December we may invite you to share your VCE or HSC results, with separate consent. While your account is active, your results are linked to it. After deletion, only a de-identified copy remains indefinitely.

What we retain. No personal identification is kept indefinitely. While the account is active, we keep account details, uploads, transcripts, and reports, consent records and the operational records needed to run your account. On request, we delete account details, uploads, transcripts and reports within 30 days, subject to any child-safety, legal or security records we must keep. Automatically, every account is deleted six months after the student's graduation year (by the thirtieth day of June of the following year). Sign-ups that are never confirmed are deleted after 14 days. What remains after any deletion: de-identified copies of uploaded work, transcripts and criterion marks and, where the December consent was given, de-identified study scores - kept indefinitely to test and improve marking accuracy, evaluate the service, and develop future assessment-feedback products; the scrambled student-number code, only until the current results cycle ends (the whole register is deleted by the first day of March of the following year); evidence that consent was given (the confirming email address, the times you ticked and confirmed, and the versions of the documents agreed to) is kept for 20 years and then deleted; and child-safety records where the law and our policy require them. We do not use retained de-identified material to identify or contact you. Child-safety records are held in our Australian databases, as well as with an encrypted mail provider in Switzerland. We do not email actual suspected child abuse material unless required or directed by a competent authority.

Your VCAA or NESA student number. We ask for your VCAA or NESA student number to prevent misuse and as a verification of results. We do not store this ID, only a keyed one-way hash of it is kept.

Sign-in duration. A sign-in is valid for up to 14 days since the time you sign in. To sign in again, request a new sign-in link to be emailed to your or your parent or guardian's email address.

Artificial Intelligence (AI) processing. Your uploads are processed by Anthropic (Public Benefit Corporation) in the United States to generate transcripts and marking. Based on Anthropic's applicable service terms or contractual commitments to us, Anthropic does not use your work or any data we send to train its models and retains submissions for no more than 30 days, except in cases flagged by its safety review systems or where the law requires it to keep the material. A Provident reviewer may review marked reports to check quality.

Storage and security. Your account data is stored in Australia with Amazon Web Services, in their Sydney region. Data is encrypted in transit and at rest. If a serious data breach ever affects your information, we will tell you promptly, explain what happened, and what we are doing about it. We keep only essential cookies (sign-in and form protection) - no tracking, advertising or third-party cookies, and no third-party analytics. We keep the records needed to run your account (for example when you uploaded or confirmed), and our servers keep standard access logs for up to 30 days. You can log out at any time, and sessions are cancelled when an account is deleted. Every report and email we send carries integrity codes (cryptographic hashes), so any copy can later be proven genuine and unaltered; a running check-value is published on the footer of this site. Every report also carries, as its final page, a record of the consent it was issued under (with the contact email shown masked).

Who we share with. We do not share except: Anthropic (AI processing, above), Amazon Web Services (storage and outbound email, above), Google/Gmail (the mailbox that receives your emails to us, which may store email outside Australia), Proton (encrypted mail, Switzerland) for child-safety records, police, the Australian Centre to Counter Child Exploitation (ACCCE), the eSafety Commissioner, child protection authorities, our service providers, or other authorities where required or authorised by law or where we believe a child's safety requires it (refer to our Child Safety Commitment). We never sell personal information.

Child safety. If an upload, report, account activity, complaint or safety process suggests child abuse, child sexual abuse or exploitation, grooming, serious harm, unlawful material, or a child at risk, we may stop processing the material, quarantine or preserve relevant records, disable access, suspend or close an account, and disclose relevant information to police, ACCCE, the eSafety Commissioner, child protection authorities, our service providers, or other authorities where required or authorised by law or reasonably necessary for child safety. We keep child-safety records only for lawful child-safety, reporting, evidence, audit and compliance purposes.

Complaints. For safety reasons we limit our customer communications to email only, at the address: enquiries@providentmarking.com.au. While the service is running, we acknowledge every concern within 3 business days. Outside that period we still read and act on every concern, though a reply may take longer. Anything that may involve a crime, child safety, unlawful material or a child at risk may be reported to police, ACCCE, eSafety, child protection authorities or another appropriate authority as soon as possible, at any time of year. For concerns about a child's safety, see our Child Safety Commitment. If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC).

Your rights. Ask us at any time to access, correct or delete your information, or to withdraw consent. For students under 18, the account is held through the parent or guardian's email, and they can exercise these rights. Deletion removes account details, uploads, transcripts and reports within 30 days, subject to the child-safety, legal, security and consent records described in "What we retain" above. Once your account is deleted, the de-identified work and results can no longer be linked to you and cannot be deleted. You can also delete your account yourself from your dashboard; we email a confirmation link to the account address. Withdrawing consent does not affect handling that occurred before the withdrawal or records we are required or authorised to keep.

Changes. We will post the date of any update here and we will show you the change and ask you to agree again the next time you sign in.

Privacy Notice.

Version 1.2; in effect from the first day of October 2026.