

Terms of Use

1. Who we are. Provident is provided by PROVIDENT MARKING PROPRIETARY LIMITED (ABN 26 701 441 625) of New South Wales. Contact: enquiries@providentmarking.com.au

2. What Provident is. A free service that provides criterion-by-criterion feedback on your own VCE or HSC practice work. Marking is AI-assisted and may include human review to check quality. We show you what we transcribed from your pages and ask you to confirm or correct it before we mark it. Free during 2026. Marking ends 15 November 2026; accounts stay open for December results and deletion.

3. Who can use it, who can consent, and who can exercise rights. The beta is intended for secondary students preparing for the VCE or HSC. By ticking the boxes at signup, the student agrees to these terms and to the handling of their information described in the Privacy Notice. At signup, we also show a short plain-language privacy summary covering AI processing, de-identified retention, December results consent and child-safety reporting. If the student is under 18, three further things apply: 1. A parent or guardian must also accept these terms on the student's behalf, by confirming through the email we send them, before any work can be submitted. 2. The parent or guardian may exercise the student's rights under these terms (including deletion and withdrawal of consent where applicable) at any time. 3. The parent or guardian's email address is the account's contact address: consent records, sign-in links, transcript-confirmation reminders, reports, safety notices, and the exit parcel are all sent there. A student who is 18 or over confirms their own signup the same way: the confirmation email, which carries the same Terms acceptance, and everything after it goes directly to the student.

4. Your uploads. Upload only your own work, your answers to practice questions, and only material you have the right to share. Do not upload unlawful or restricted material, including child abuse material or child sexual exploitation material. You keep ownership of everything you upload. You give us permission to host, copy, transmit and process your uploads only to: (a) provide the service to you, including transcription, AI-assisted marking, human review, support, safety checks and account administration; and (b) after removing names, contact details and other information that could reasonably identify you, retain and use de-identified copies of uploaded work, transcripts, criterion marks and, only where the separate December consent is given, associated study scores, to test and improve marking accuracy, evaluate the service, and develop future assessment-feedback products. We will not use de-identified retained material to identify or contact you, publish your work as content, or provide it to third parties except as described in the Privacy Notice or where required or authorised by law or reasonably necessary for child safety. Copies of uploaded pages retained under clause 4 may incidentally include printed question text; we never extract it, reuse it as content, republish it, or provide it to anyone other than our AI processor, as described in the Privacy Notice. Practice papers we publish ourselves are our own original content, provided for your personal study use. Downloads are electronically watermarked to your account.

5. What the feedback is, and is not. Reports are educational guidance to support your study. Errors are possible, and Provident feedback may differ from how an official assessor would mark the same work. We are not affiliated with or endorsed by the Victorian Curriculum and Assessment Authority (VCAA) or the NSW Education Standards Authority (NESA); "VCE", "HSC" and subject names are used descriptively.

6. Fair use and safety. Don't upload content that is unlawful, that isn't yours, or that you aren't entitled to share. Don't attempt to manipulate the marking system (including by inserting instructions directed at the AI), probe or disrupt the service, or use it for any purpose other than feedback on your own study. Keep to one account per student. You must not upload, submit, access, generate, store or distribute any child abuse material, child sexual abuse material, child sexual exploitation material, pro-terror material, or other unlawful or restricted material. We may decline a submission, or suspend or remove access, for misuse. If we reasonably suspect that material uploaded to Provident may involve child abuse, child sexual abuse or exploitation, serious harm, grooming, unlawful material, or use of Provident for an offence, we may immediately stop processing the submission, quarantine the material, disable access to it, preserve relevant records, suspend or close the account, and report relevant information to police, the Australian Centre to Counter Child Exploitation (ACCCE), the eSafety Commissioner, child protection authorities, our service

providers, or any other authority where required or authorised by law or reasonably necessary for child safety.

7. Privacy. Our Privacy Notice explains what we collect and why. We never sell personal information.

8. Availability and changes. We may change, pause or end the service, and we may cap submissions for operational, security, safety, legal, regulatory or beta-management reasons. Where practicable, we will give reasonable notice of material changes to service availability. We may update these terms; 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. If you don't agree with a change, stop using the service and ask us to delete your data.

9. Liability. Nothing in these terms excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law or any other law that cannot lawfully be excluded, restricted or modified. Subject to that: Provident is an educational feedback tool. It is not official VCAA or NESA assessment, and we do not promise that feedback will be error-free or identical to how an official assessor would mark the same work. Subject to any non-excludable rights and to the maximum extent permitted by law, we are not liable for indirect, consequential or special loss. Our aggregate liability arising out of or in connection with Provident is limited to A\$100, except to the extent that liability cannot lawfully be limited or the limitation would be unfair or unenforceable.

10. Ending, and automatic deletion. You can stop using the service and request deletion at any time; deletion of identifying information completes within 30 days. Every account is deleted automatically six months after the student's graduation year (by the thirtieth day of June of the following year) unless you ask us to keep it. After any deletion we retain only the de-identified uploaded work, transcripts, criterion marks and study-score records described in clause 4, the scrambled student-number code (deleted by the first day of March of the following year), and consent records (kept for 20 years, then deleted), and any child-safety records we must keep. We may close the beta, suspend or close an account, or remove access if we reasonably consider it necessary for misuse, safety, security, legal or regulatory reasons, breach of these terms, or the ending of the beta. We will tell you if we do so where it is reasonably practicable and safe to do so.

11. Law. These terms are governed by the laws of New South Wales, Australia.

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