

Privacy Policy

Train4NOW, Training Builder, T4NOW, Study4NOW and Access4NOW | Effective 3 October 2026 | Reviewed every 12 months

In plain words

- We collect only what we need to run our services, and we never sell your information.
- Our main database is in Sydney, Australia. Some services we rely on are run from overseas, and we name every one of them below.
- Learners under 16 need a parent or guardian to set up Study4NOW access.
- You have the right to see, correct or delete your information. Email info@train4now.com.

1. Who we are and what this policy covers

Train4NOW and Study4NOW are run by Savili Maiava and Darryl Scott Pty Ltd (ABN 42 114 251 679), Queensland, Australia. In this policy, "we" and "us" mean this company.

This policy covers our websites train4now.com and study4now.com, the T4NOW app, Training Builder, the Study4NOW app (S4NOW app), the Access4NOW reading tools, our launch list, and Peer Connect. We follow the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs).

2. What we collect

Information	When we collect it	Why we need it
Name, email address and, if you choose, a WhatsApp number	You join the launch list, send a Peer Connect message, give feedback or request a quote	To reply to you and tell you about the launch, with your consent
Account details and sign-in information	You create an account	To set up and protect your account
Payment details	You buy a plan or credits	To take payment. Our payment provider holds your card details. We never see or store your full card number.
Training content you create or upload	You use T4NOW or Training Builder	To store, build and publish your training materials
Study material, notes, plans and drafts	A learner uses Study4NOW	To read material aloud, explain it, help plan the work and save the learner's own work
Speech input	You use speech input or dictation	To turn your speech into text
Accessibility settings (font, text size, spacing)	You change a setting	To keep your chosen settings. These are saved on your own device.
Usage, device and error information	You use our sites and apps	To keep services working, fix faults and prevent misuse

Training content and study material sometimes holds information about other people, such as learners or workplace scenarios. Please only include another person's information when you have their consent.

3. Learners under 18 and under 16

Study4NOW is built for study only. It has no public profiles, posts or open chat between learners, and its AI is limited to study topics.

- **Under 16:** a parent or guardian sets up access and gives consent on the learner's behalf.
- **16 and 17:** learners set up their own access. We collect only what the service needs.
- **Through an organisation:** where a TAFE, RTO, school or employer gives learners access, the organisation's own consent and duty of care processes also apply.
- **Children's Online Privacy Code:** the Office of the Australian Information Commissioner must register this code by 10 December 2026. We will update this policy to meet it.

4. How we use your information

- Run, support and improve our sites and apps.
- Create and protect your account, and process payments.
- Provide AI-assisted features, voice narration, read aloud and speech input at your request.
- Reply to messages, feedback and quote requests.
- Send launch news, only when you have given consent. Every message tells you how to stop them.
- Meet our legal obligations, and detect and prevent fraud or misuse.

We do not sell your information, and we do not use it for advertising. Our sites and apps carry no advertising.

Automated decisions

Our AI features support people. They never make a decision about you which affects your rights or interests, such as an assessment result, a grade or eligibility for a service. Trainers, assessors and our staff make those decisions.

5. Services we use and where they operate

Under APP 8 we stay accountable for your information when an overseas service handles it. These services help us run our sites and apps:

Service	What it does	Where it operates
Supabase	Database and file storage for accounts, content and saved work	Data stored in Sydney, Australia (company based in the United States)
Clerk	Sign-in and account security	United States
Stripe	Payments	United States and other countries
Vercel	Website hosting and privacy-friendly visit statistics	United States and other countries
Cloudflare	Website security and delivery	Global network
Better Stack (Logtail)	Error and system logs	Overseas

Service	What it does	Where it operates
Anthropic (Claude)	AI text features	United States. Anthropic does not train its models on data sent through its business API under its standard terms.
ElevenLabs	AI voice narration	United States and other countries
Amazon Web Services (Polly)	Text to speech	Australia or overseas, by service region
Google	Text to speech, and the email account our forms send from	United States and other countries
Microsoft Azure	Reading text from PDF documents you upload	Global
Resend	Account and purchase emails	United States
YouTube (privacy-enhanced mode)	Our weekly video. It loads only when you press play.	United States
WhatsApp	Launch messages, only if you gave us your number for this	United States and other countries

Speech input in some browsers uses the browser's own speech service, for example Google in Chrome. The Study4NOW app will list any further service in this policy before the app opens to learners.

We choose reputable providers and require them to protect your information. If a provider has a data breach which affects you, we will tell you as the Notifiable Data Breaches scheme requires.

6. How we protect your information

- Information travels over encrypted connections (HTTPS).
- Sign-in is managed by a specialist provider, and our service keys stay on our servers, never in your browser.
- Each person's content is tied to their own account, and storage is access controlled.
- Study4NOW saves drafts on the learner's own device as they work, so unsaved work survives a lost connection.

7. How long we keep it

Information	Kept for
Account details, content and saved work	While your account is open, then 30 days after it closes, unless you ask us to delete it sooner
Payment and credit records	7 years, as Australian tax and financial record laws require
Launch list details	Until you unsubscribe or ask us to remove them
Peer Connect messages, feedback and quote requests	As long as needed to reply and follow up, or until you ask us to delete them

Information	Kept for
System and error logs	For a limited period, then deleted

8. Launch news and messages

We send launch news only when you tick the consent box. Every email includes a way to unsubscribe. To stop WhatsApp messages, reply STOP. We act on every unsubscribe request within 5 working days, as the Spam Act 2003 requires.

9. Cookies and local storage

We use the cookies needed for sign-in, and your device's local storage keeps your accessibility settings and Study4NOW drafts. Our visit statistics do not use advertising trackers. We do not use advertising cookies.

10. Your rights

- **Access (APP 12):** ask to see the information we hold about you. We reply within 30 days.
- **Correction (APP 13):** ask us to correct information which is wrong, out of date or incomplete.
- **Deletion:** ask us to delete your account and information. We act within 30 days of confirming your identity, except records the law requires us to keep.
- **Anonymity:** you are welcome to browse our public pages without telling us who you are.

11. Data breaches

If a data breach is likely to cause serious harm, we notify you and the Office of the Australian Information Commissioner under the Notifiable Data Breaches scheme (Part IIIC of the Privacy Act). Where an organisation gave you access, we also tell the organisation.

12. Questions and complaints

Email info@train4now.com. We acknowledge a complaint within 5 working days and respond within 30 days. If you are not satisfied, contact the Office of the Australian Information Commissioner at oaic.gov.au or 1300 363 992.

13. Changes to this policy

We will email registered users at least 14 days before a material change takes effect. The current version is always at train4now.com/policies/privacy.html.

This policy replaces the SkillFusionAI Privacy Policy of 24 April 2026.