THE TEN MINUTE TUTOR

PRIVACY POLICY

Last updated: 11 November 2026

1. Introduction

The Ten Minute Tutor is operated by Dunoon Enterprises Pty Ltd as trustee for The Transformation Trust, Melbourne, Victoria, Australia ('we', 'us', 'our'). This policy describes our handling of personal information in The Ten Minute Tutor app and associated services. Privacy enquiries: info@thetenminutetutor.com.

2. Information we collect

We collect names, email addresses, usernames, telephone numbers, country of residence, learner names and profiles, progress, quiz results, certificates and rewards, subscription status, support correspondence and IP addresses for security. We do not ordinarily request residential addresses. Our authentication provider manages credentials and password resets; security arrangements require developer verification. Analytics and service providers may automatically process additional technical information, subject to verification.

3. How we use information

We use information to register and administer accounts; deliver lessons and quizzes; track progress; provide certificates and gifts; send learning reminders and essential service communications; administer subscriptions and refunds; answer enquiries; maintain security; analyse and improve app performance; comply with law; and send marketing where permitted and, when required, with consent.

4. Children and adult consent

The app is intended for learners aged six and older. People aged 16 and over may register their own accounts. Learners aged 6–15 may use the app through accounts created or managed by a parent, guardian or another adult legally authorised to consent, including authorised teachers and tutors. Adults must obtain any legally required consent. We may process a learner's name, username, email address where needed, and educational progress. We do not intend to use children's data for targeted behavioural advertising. Any legally required verifiable parental consent must be implemented before collection; a statement in this policy alone is not sufficient.

5. Learner profiles and PINs

Eligible multi-learner subscriptions permit up to five named learner profiles, each with an individual PIN, progress, quiz results, certificates and rewards. The primary account holder manages access and is responsible for safeguarding credentials and PINs.

6. Communications and marketing

We may send registration, security, billing, progress and other essential service communications by email, SMS or notification. We may also send optional marketing for The Ten Minute Tutor, Dyslexia Daily and related educational products, subject to applicable consent rules. Marketing recipients can unsubscribe using the provided controls or by contacting us. Opting out of marketing does not stop necessary service messages, subject to applicable law.

7. Payments and third parties

Purchases may be handled by Apple, Google or Stripe, depending on the purchase channel. We may receive payment status and transaction references but do not need full payment-card details through the app. Services reported as used include AWS, Firebase/Google Analytics, Stripe, Apple, Google and AWeber, together with an

SMS provider. The developer must confirm the exact integrations, roles and categories of information disclosed to each provider.

8. International processing

The service is available worldwide. Information may be stored or processed in Australia and overseas, including where providers operate. We will apply safeguards required for international transfers. Specific countries and mechanisms must be verified before publication.

9. Security and retention

We take reasonable measures to protect information, including appropriate access controls and authentication safeguards. No online system is entirely secure. We retain information only as needed to provide services, meet legal and accounting obligations, resolve disputes and protect legitimate interests, then delete or de-identify it as appropriate. Exact retention periods and backup deletion arrangements require confirmation.

10. Account deletion

Users can initiate account deletion inside the app or contact info@thetenminutetutor.com for help. Deletion may remove learner profiles, progress and associated information, except where lawful retention is required. Deleting an account does not necessarily cancel an active recurring subscription; users should separately cancel through their payment provider.

11. Your rights

Subject to applicable law, you may request access, correction, deletion, portability, restriction or objection to certain processing, withdraw consent where relevant, and complain to a privacy regulator. Contact info@thetenminutetutor.com. We may verify identity or authority before responding.

12. Analytics and policy changes

Analytics may process app usage and technical identifiers depending on configuration. Required consent or controls will be provided where applicable. We may update this policy and provide additional notice or obtain consent where legally required.

13. Contact

The Ten Minute Tutor — Dunoon Enterprises Pty Ltd as trustee for The Transformation Trust; Melbourne, Victoria, Australia. Email: info@thetenminutetutor.com.