

# Handwritingbot.com.au Privacy Policy

**Effective Date:** 11 January 2026

**Type of website:** Ecommerce / Educational Service

Handwritingbot.com.au is owned and operated by **Peter Van Grunsven**.

Peter Van Grunsven is the Data Controller and Privacy Officer and can be contacted at **info@handwritingbot.com.au**.

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## Purpose

This Privacy Policy informs users about:

1. The personal information we collect;
2. How we collect, use, and store that information;
3. Who has access to the information; and
4. The rights of users in relation to their personal information.

This policy applies in addition to the Handwritingbot Terms and Conditions.

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## Personal information we collect

We collect only the minimum personal information necessary to provide our services:

- First and last name;
- Email address;
- Phone number (if provided);
- Payment information (processed securely by our payment provider; we do not store credit card details).

For educational use, the service also stores:

- Student handwriting input and saved handwriting exercises created within the service.

No additional personal information is collected or held.

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## How we collect and hold personal information

Personal information is collected directly from users when they:

- Create an account;
- Purchase a subscription;
- Contact us via email or online forms.

We do not collect personal information from third parties.

All data is stored on secure servers located in **Western Australia**, with reasonable administrative, technical, and physical safeguards in place to protect personal information.

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## Purposes for collecting, holding, using and disclosing personal information

We collect and use personal information solely to:

- Create and manage user accounts;
- Deliver handwriting practice and related educational functionality;
- Communicate with users regarding accounts, support, or service updates; and
- Process payments.

Student handwriting input and saved exercises are used **only to provide the requested educational functionality**.

Student data is **not used** for:

- analytics or profiling;
- advertising or marketing;
- artificial intelligence or machine learning training;
- product development or product improvement.

We do not sell, rent, or otherwise disclose personal information to third parties, except where required by law.

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## School and user direction

Handwritingbot processes student data only under the direction of teachers, parents, or schools.

Students cannot create accounts independently.

We do not independently access, analyse, profile, or use student data beyond what is necessary to deliver the service as configured by the account holder.

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## Accessing and correcting personal information

Users may request access to, or correction of, their personal information by contacting us at **info@handwritingbot.com.au**.

Requests will be addressed within a reasonable timeframe.

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## Complaints and privacy breaches

Users may lodge complaints about privacy concerns or suspected privacy breaches by emailing **info@handwritingbot.com.au**, including their name, contact details, and a description of the issue.

- Complaints will be acknowledged within 5 business days;
- An investigation will be conducted and a written response provided within 30 days.

In the event of a notifiable data breach, affected individuals and relevant authorities will be notified in accordance with Australian privacy laws.

If a user is not satisfied with our response, they may escalate the complaint to the **Office of the Australian Information Commissioner (OAIC)**.

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## Overseas disclosure

Handwritingbot.com.au does not disclose personal information to overseas recipients.

All personal information is collected and stored entirely within Western Australia.

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## Sub-processors

Handwritingbot uses the following third-party sub-processor to support payment processing:

### **eWAY Payments**

Organisation: eWAY Payment Solutions Limited

Website: <https://www.eway.com.au>

### **Purpose of processing**

Secure processing of credit card payments.

**Data types disclosed**

Payment transaction data required to process payments, such as transaction amount, date, and payment reference. Handwritingbot does not receive or store full credit card numbers.

**Lawful basis for processing**

Performance of a contract and compliance with legal and financial obligations.

**Data location**

Australia.

Handwritingbot does not disclose student handwriting content or educational data to payment providers. Student data is not used by sub-processors.

*OneIT*

**Organisation:** OneIT Pty Ltd

**Purpose of processing**

Software development, maintenance, and technical support services for the Handwritingbot platform.

**Data types disclosed**

Limited access to application data and system information strictly as required to perform authorised development, maintenance, troubleshooting, and support activities. Student handwriting content is not accessed except where necessary for approved support purposes.

**Lawful basis for processing**

Performance of a contract.

eWAY stores payment token and transaction data on its own secure systems in compliance with PCI DSS Level 1 standards. This data is held by eWAY as part of their payment processing services and is not stored on Handwritingbot servers.

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## GDPR compliance for users in the EU and UK

Where applicable, we comply with the General Data Protection Regulation (GDPR).

Our lawful bases for processing personal data include performance of a contract and user consent.

Users located in the EU or UK have the right to access, correct, or request deletion of their personal data.

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## Children

We do not knowingly collect personal information from children under 16, other than handwriting input entered into the service for educational purposes under the supervision of a teacher or parent.

This information is used solely to provide handwriting functionality and is not used to identify the child.

If we become aware that we have collected additional personal information from a child under 16, we will delete that information as soon as reasonably possible.

Parents or guardians may contact us at **info@handwritingbot.com.au** to request access to, correction of, or deletion of their child's data.

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## Data retention and security

Teacher and parent account information is retained for as long as the account remains active. Personal information is retained unless deletion is requested by the account holder. You may request access to, correction of, or deletion of your personal information by emailing [info@handwritingbot.com.au](mailto:info@handwritingbot.com.au). We will respond to your request free of charge within 45 days.

Student handwriting content and saved exercises are retained to support educational use and are deleted upon request by a teacher or parent.

Where data is deleted, it is also removed from system backups within a reasonable period in accordance with standard backup retention cycles.

Access to personal information is restricted to authorised personnel only. We implement reasonable administrative, technical, and physical safeguards to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.

While we take reasonable steps to protect personal information, no method of transmission or storage over the internet can be guaranteed to be completely secure.

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## Do Not Track

We do not respond to browser-initiated Do Not Track signals.

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## Changes to this Privacy Policy

We may update this Privacy Policy from time to time to maintain compliance with legal requirements or reflect changes to our practices.

The effective date will be updated, and where appropriate, users will be notified by email.

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## Contact

For questions, concerns, or requests relating to privacy, please contact:

**Privacy Officer:** Peter Van Grunsven

**Email:** [info@handwritingbot.com.au](mailto:info@handwritingbot.com.au)