

SkillFusionAI

Privacy Policy

Effective Date: 24 April 2026 | Last Updated: 24 April 2026

Our Commitment

SkillFusionAI (operated by ElevenCreative, Queensland, Australia) is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs), including amendments introduced by the Privacy and Other Legislation Amendment Act 2024 (which came into force progressively from December 2024).

This Privacy Policy explains what personal information we collect, how we use and disclose it, how we keep it secure, your rights in relation to it, and how you can contact us with questions or complaints.

1. Who This Policy Applies To

This Policy applies to all individuals who use the SkillFusionAI platform at www.skillfusionai.com.au, including registered users, visitors, and anyone who contacts us. It applies to personal information collected in Australia and, where applicable, from individuals located outside Australia.

2. What Personal Information We Collect

Account Information: When you register, we collect your name, email address, and authentication credentials managed through Clerk (clerk.com).

Payment Information: When you purchase a plan or Studio Credits, Stripe collects your payment card details on our behalf. SkillFusionAI does not store your card number, expiry date, or CVV.

Training Content: Any text, images, documents, scripts, or notes you upload or create within the Platform are stored as part of your account data. This may include content about third parties such as learners or workplace scenarios. You are responsible for ensuring you have appropriate consent before including third-party personal information in your training content.

Voice Usage Data: When you use voice narration features, we record which voice options you selected and the character count of text submitted for synthesis. The actual audio files generated are stored in your account storage.

Usage and Analytics Data: We collect information about how you use the Platform including pages visited, features used, API request counts, credit consumption, and session timing. This helps us improve the Platform and detect misuse.

Communications: If you contact us by email or through the Peer Connect feature, we retain the content of those communications.

Device and Technical Data: We collect standard web server logs including IP addresses, browser type, and device information when you access the Platform.

3. How We Collect Personal Information

We collect personal information directly from you when you register an account, use Platform features, submit content, make a payment, or contact us. We also collect information automatically through server logs and session management when you use the Platform.

We do not collect personal information from third parties unless you provide it to us as part of your training content.

4. Why We Collect and Use Your Personal Information

We collect and use your personal information to:

- Provide, operate, and improve the Platform and its features.
- Authenticate your identity and manage your account.
- Process payments and manage your subscription and credit balance.
- Generate AI-assisted training content and voice narration on your behalf.
- Store and retrieve your saved flipbooks and training materials.
- Send you transactional emails including purchase confirmations and account notifications.
- Respond to your support requests and inquiries.
- Comply with our legal obligations under Australian law.
- Detect, investigate, and prevent fraudulent or unauthorised use of the Platform.

We will not use your personal information for any purpose that is incompatible with these purposes without your consent.

5. Disclosure of Personal Information to Third Parties

We disclose your personal information to the following third-party service providers who help us operate the Platform. Each provider is contractually required to handle your data securely and only for the purposes we specify. However, as noted in Section 6, each provider also operates under their own terms and may be subject to the laws of their country of operation.

6. Overseas Disclosure and APP 8 Compliance

Under APP 8 of the Privacy Act 1988 (Cth), as strengthened by the 2024 reforms, SkillFusionAI remains accountable for your personal information even when it is disclosed to overseas recipients. We have taken reasonable steps to ensure that our overseas providers handle your data in a manner consistent with Australian privacy obligations.

The following third-party providers may process or store your data outside Australia. By using the Platform, you consent to these disclosures as described:

Supabase, Inc. (United States): Provides our database and file storage infrastructure. Your flipbook data, account records, and audio files are stored on Supabase servers. Supabase is certified under relevant data transfer frameworks. Privacy policy: supabase.com/privacy

Anthropic, PBC (United States): Provides the AI text generation capability (Claude) used in our content generation features. Text you submit for AI generation is processed by Anthropic servers. Anthropic does not use your submitted content to train its models under its standard API terms. Privacy policy: anthropic.com/privacy

ElevenLabs, Ltd. (United States / international): Provides AI voice synthesis. Text submitted for voice narration is processed by ElevenLabs servers to generate audio. ElevenLabs operates under its own privacy policy and data residency terms. Privacy policy: elevenlabs.io/privacy-policy

Microsoft Azure (international): Provides document intelligence services used to extract text from PDF documents you upload. PDF content is transmitted to Azure for processing. Microsoft Azure complies with international data protection standards including ISO 27001. Privacy policy: microsoft.com/privacy

Stripe, Inc. (United States): Processes all payment transactions. Stripe collects your payment card details directly and is PCI-DSS compliant. SkillFusionAI does not receive or store your full card details. Privacy policy: stripe.com/privacy

Clerk, Inc. (United States): Manages user authentication and session management. Your login credentials and session tokens are processed by Clerk. Privacy policy: clerk.com/privacy

Resend (United States): Provides transactional email delivery for account notifications and purchase confirmations. Your email address is shared with Resend for this purpose. Privacy policy: resend.com/legal/privacy-policy

Important Note on Third-Party Breaches: While we take all reasonable steps to select reputable providers and require contractual data protection commitments, SkillFusionAI cannot guarantee the security practices of third-party providers. In the event that a third-party provider experiences a data breach that affects your personal information, that provider bears primary responsibility under their own terms and applicable laws. SkillFusionAI will notify affected users of any notifiable data breach involving our Platform or our providers as required under the Notifiable Data Breaches scheme (Part IIIC of the Privacy Act 1988).

7. Data Storage and Security

Your personal information and training content are stored in Supabase's cloud infrastructure. Access to your saved flipbooks is restricted to your account credentials. We use service-role database access on the server side, which means all data queries are enforced at the application level with filters tied to your unique user identifier.

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. These steps include encrypted data transmission (HTTPS), secure credential management through Clerk, server-side API key handling (no third-party API keys are exposed to your browser), and access controls on storage buckets.

Draft content is temporarily stored in your browser's sessionStorage. This data is cleared when you close your browser session and is not transmitted to our servers unless you explicitly save your work.

Public Share Links: When you publish a flipbook with a commercial licence, a unique share link is generated. Anyone with this link can view the published content. You should treat share links as confidential and share them only with intended recipients.

8. Your Rights Under the Australian Privacy Principles

Access (APP 12): You have the right to request access to the personal information we hold about you. We will respond to access requests within 30 days.

Correction (APP 13): You have the right to request correction of personal information that is inaccurate, out of date, incomplete, irrelevant, or misleading.

Anonymity: Where lawful and practicable, you may use the Platform without identifying yourself (for example, when viewing public pages). However, most Platform features require a registered account.

Complaints: If you believe we have breached the Australian Privacy Principles, you may make a complaint to us using the contact details in Section 11. We will respond within 30 days. If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

Deletion: You may request deletion of your account and associated personal information by contacting us. We will delete your data within 30 days of a verified deletion request, subject to any legal obligations to retain certain records.

9. Data Retention

We retain your account data and training content for as long as your account is active. If you close your account, we retain your data for 30 days before permanent deletion unless you request earlier deletion or unless we are required by law to retain it longer.

Credit transaction records and payment history are retained for 7 years as required by Australian taxation and financial record-keeping obligations.

10. Cookies and Tracking

The Platform uses session cookies and local storage to maintain your login state and preserve draft content between page visits. We do not use third-party advertising trackers or sell your data to advertisers. Our platform is advertisement-free.

11. Contact Us

For privacy inquiries, access requests, correction requests, or complaints, please contact:

SkillFusionAI Privacy Contact

ElevenCreative, Queensland, Australia

Email: info@skillfusionai.com.au

Website: www.skillfusionai.com.au

If you are not satisfied with our response to a privacy complaint, you may contact the Office of the Australian Information Commissioner at oaic.gov.au or by phone on 1300 363 992.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We will notify registered users by email at least 14 days before material changes take effect. The current version will always be available at www.skillfusionai.com.au/privacy.