



Terms and Conditions

Effective: 9 February 2026

These Terms apply to Excel HSC Copilot Pty Ltd (ABN 67 673 502 933) ("Excel HSC Copilot", "we", "us", "our").

1. What these Terms cover

These Terms explain how students, parents and teachers ("you" or "Subscribers") can access and use Excel HSC Copilot through our website at www.excelhscopilot.com.au (the "Website") and related services (together, the "Services").

We've written these Terms in plain English and aimed to keep them fair and practical.

2. Definitions

Excel HSC Copilot Content means our educational materials and resources, including study guides, quizzes, practice questions, videos, e-learning modules and related materials.

Account means the login created to access the Services.

Subscription means the paid access to the Services during your subscription term.

Subscription Period means the length of your plan (for example, monthly or yearly).

Fees means the subscription fees shown on the Website.

3. Accepting these Terms

Please read these Terms before creating an Account or using the Services. By clicking "accept", creating an Account, subscribing, or using Excel HSC Copilot, you agree to these Terms.

If you do not agree, please don't use the Services.

4. Use of Artificial Intelligence

Excel HSC Copilot uses artificial intelligence (AI) in selected features of our Services to support and enhance teaching and learning. We believe AI can deliver meaningful educational benefits when implemented responsibly, with strong privacy protections and appropriate safeguards.

4.1 How our AI is designed

- Our AI is designed around the syllabus and topics, with guardrails intended to discourage misuse (including cheating) and encourage understanding, practice, and learning.

4.2 Third-party AI providers

We use third-party providers to deliver AI features, including OpenAI, Anthropic and ElevenLabs.

- We do **not** provide these providers with student personal details (such as name, email address or school).
- We do **not** allow these providers to use interactions from Excel HSC Copilot to train their models.

4.3 School accounts and AI training (default)

For **school-managed accounts, student AI interactions are not used for AI training purposes by default.**

(We may still use de-identified and aggregated usage information to improve the Services, such as improving content quality, safety systems, and user experience.)

4.4 Choice and control for schools

We understand some schools may prefer not to use AI. Schools can disable AI functionality for their students and teachers.

4.5 Important notes about AI output

By using AI features, you understand that:

- AI is evolving technology, and we continuously work to improve accuracy and usefulness;
- AI responses can sometimes be inaccurate, incomplete, or not fully relevant; and
- AI should be used as a learning support tool and should not replace teacher guidance, school materials, or independent checking.

5. Creating an Account and subscribing

To access Excel HSC Copilot, you must create an Account and choose a Subscription.

You agree to provide accurate information and keep your Account details reasonably up to date.

6. Using Excel HSC Copilot Content

When you subscribe to Excel HSC Copilot, you are given access to Excel HSC Copilot Content to support learning and teaching **for the duration of your active Subscription**.

You may access and use the Content only while you (or your school) have a current Subscription. This includes all online materials and any downloadable resources, such as PDFs or worksheets.

From time to time, we may update, replace, add to, or remove Content as we continue to improve the Services. While we aim to maintain the overall educational value of Excel HSC Copilot, specific materials available at the start of your Subscription may change or become unavailable.

When your Subscription ends, your access to Excel HSC Copilot Content also ends. This means you should not continue to access, use, retain, share, or rely on Excel HSC Copilot Content (including downloaded materials) after your Subscription has expired, unless we have agreed otherwise in writing.

This approach helps us fairly support ongoing development of the platform and continued access for current students and schools.

7. Your Account, licence and acceptable use

7.1 Account access

Your Account allows access to Excel HSC Copilot during the Subscription Period only. Access automatically ends when your Subscription expires or is cancelled.

7.2 Licence

During an active Subscription Period, we grant you a limited, non-exclusive, non-transferable licence to access and use Excel HSC Copilot and its Content for personal, non-commercial educational purposes.

This licence **ends automatically when your Subscription ends**, regardless of whether you have downloaded or saved any materials.

7.3 Account sharing

Please do not share your Account login details or allow access by others unless your subscription type explicitly allows multiple users.

7.4 Fair use and response to issues

If we reasonably believe the Services are being used outside these Terms (for example, continued use after a Subscription ends, account sharing, or commercial use), we may take reasonable steps to address the issue. Where practical, we aim to do this in a fair and proportionate way, including contacting you to clarify or resolve the matter.

7.5 Termination and refunds

If an Account is suspended or terminated due to serious or repeated non-compliance with these Terms, refunds will generally not be provided. This does not limit any rights you may have under Australian Consumer Law.

8. Fees and payment

8.1 Fees

Subscription options and Fees are shown on the Website. Fees are charged in advance at the start of each Subscription Period.

8.2 GST

Unless stated otherwise, Fees include GST. If GST applies, we will provide a tax invoice where required.

8.3 Payment providers

We may use third-party payment providers (such as Apple Pay, Google Pay, and Stripe). Their services are subject to their own terms and privacy policies.

9. Educational disclaimer

We create Excel HSC Copilot Content with care, using experienced educators and publishers. However:

- the Services provide general educational support and are not endorsed or accredited by any specific school, institution, or authority; and
- we can't guarantee specific learning outcomes, marks, or results for any student.

10. AI Tutor (chatbot feature)

The AI Tutor is designed to support learning by helping students practise concepts, explore ideas, and build understanding alongside their regular classroom learning.

If you use the AI Tutor:

- interactions may be recorded and stored solely to provide the feature, maintain safety, and improve the quality and reliability of the Services;
- information entered may be processed by our AI systems and trusted service providers, in accordance with our Privacy Policy;
- the AI Tutor is intended as a learning support tool only and is not a substitute for teacher instruction, school resources, or professional tutoring; and
- students should not enter sensitive personal information or personal information about other people.

To maintain a safe and appropriate learning environment, we may limit, remove, or restrict content or usage that is harmful, unsafe, or clearly inconsistent with these Terms.

Schools remain in full control of how AI is used within Excel HSC Copilot. School administrators can disable the AI Tutor and any other AI-powered features for students and teachers at any time.

By default, for school-managed accounts, student interactions with the AI Tutor and other AI features are not used for AI training purposes.

11. Privacy

We may collect personal information to provide the Services, communicate with you, respond to enquiries, and for the purposes described in our Privacy Policy.

Our Privacy Policy explains how we collect, use, store and disclose personal information, and how you can access and correct it.

Privacy Policy: <https://www.excelhscopilot.com.au/privacy>

12. Intellectual property

All intellectual property rights in Excel HSC Copilot and the Services (including Content, videos, modules, and materials) are owned by or licensed to us.

You may use the Services as permitted in these Terms, but you must not reproduce, distribute, sell, or commercially exploit the materials without our written permission (unless the law allows it).

13. Ratings and reviews

If we allow Ratings or Reviews, please keep them honest, respectful and lawful.

We may use Reviews in our marketing (for example on the Website or social media). If you would like a published review removed, please contact us and we will endeavour to make this happen as soon as reasonably practicable.

14. Newsletter

From time to time, we may email you a newsletter (up to once per fortnight) with updates, new features and highlighted content. You can unsubscribe at any time using the link in the email.

15. Changes to your subscription

15.1 Cancellation

You can cancel your Subscription at any time. Your access will continue until the end of the current paid Subscription Period unless stated otherwise at the time of purchase.

15.2 Refunds

Because the Services provide immediate access to digital content, we generally don't offer "change of mind" refunds.

However, nothing in these Terms limits your rights under the **Australian Consumer Law**, including where a refund or remedy is required for a major failure.

16. Service availability, data security and privacy

We work hard to keep Excel HSC Copilot reliable, secure, and available for everyday use. While occasional outages, updates, or maintenance may occur, we take reasonable steps to minimise disruption and restore access promptly.

Protecting student and school data is a priority for us. Our core systems and databases are hosted in **Australia**, and student personal information (such as name, email address and school) is stored and remains **entirely within Australia**.

Some AI-powered features rely on trusted global service providers (including OpenAI, Anthropic and ElevenLabs). We do **not** provide these providers with student personal information, and we do **not** allow student interactions within Excel HSC Copilot to be used to train their models.

We design and operate Excel HSC Copilot in alignment with the **Australian Privacy Principles**, including:

- collecting only limited personal information necessary to provide the Services (such as name, school, HSC year and email), and no sensitive personal information;
- allowing students to use the platform without being required to verify their real-world identity, and to update their personal information at any time;
- not disclosing student personal information to third parties, except as described in our Privacy Policy;
- encrypting data both at rest and in transit;
- using robust development, testing and access controls to ensure users can only access their own data; and
- providing users with the ability to request a copy of their data or request deletion of their Account. Student data is deleted after the completion of Year 12.

From an operational perspective, user data and activity are managed within an isolated system accessible only to authorised personnel, protected by multi-factor authentication and strict security controls. Production data is not used in software development or testing environments.

While no online service can guarantee absolute security, we take reasonable and proportionate steps to safeguard information and continuously review our practices. We also encourage users to protect their own devices and keep account credentials secure.

17. Third-party services and content

Some features of Excel HSC Copilot rely on trusted third-party services, such as payment providers and providers of AI technology. These services operate under their own terms and policies.

While we are not responsible for issues that are caused solely by third-party services outside our control, we take care in selecting providers that meet appropriate standards for reliability, security, and privacy. Where a third-party service affects your use of Excel HSC Copilot, we will make every effort to assist, investigate issues, and work with the provider where appropriate to help resolve the matter.

We remain responsible for how Excel HSC Copilot integrates and uses third-party services within the platform, in accordance with these Terms and our Privacy Policy.

18. Reporting issues and feedback

If you notice any errors in content, have difficulty accessing Excel HSC Copilot, or have suggestions for how we can improve the platform, please contact us using the details provided on our Website.

We value feedback from students, parents, and teachers and see it as an important part of continually improving Excel HSC Copilot. Working together, we aim to make the platform the best possible learning resource for HSC students and the teachers who support them.

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19. Liability (fair and lawful limits)

We don't exclude any consumer guarantees or rights that cannot legally be excluded under the Australian Consumer Law.

To the extent permitted by law, our liability for loss or damage connected with the Services is limited to the amount you paid to us for the Services in the **3 months** before the event that caused the loss (or, where appropriate, the resupply of the Services).

We are not responsible for indirect or consequential losses (like lost profits) to the extent the law allows.

20. Dispute resolution

If a dispute arises, we encourage you to contact us first so we can try to resolve it quickly and fairly.

If we can't resolve the dispute within 14 days (or another agreed period), either party may pursue their legal rights.

21. General

21.1 Governing law

These Terms are governed by the laws of New South Wales, Australia.

21.2 Changes to these Terms

We may update these Terms from time to time. If we make material changes, we'll take reasonable steps to notify you (for example via the Website or email). Continued use of the Services after changes take effect means you accept the updated Terms.

21.3 Severability

If any part of these Terms is unenforceable, the rest remains in effect.

21.4 Assignment

You may not transfer your Subscription without our consent. We may transfer our rights and obligations as part of a restructure or sale of the business, provided this does not reduce your rights under these Terms.

21.5 Contact

Contact details are available on our Website.

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