

PRIVACY POLICY

ABN 97 688 076 226

Authority: Privacy Act 1988 (Cth); Australian Privacy Principles (APPs 1–13); Office of the Australian Information Commissioner (OAIC) guidance. This policy is published externally and available on the Company's website.

PRIVACY POLICY - METACOGNITION PTY LTD

We respect your privacy. This Privacy Policy explains how we collect, use, disclose and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. WHAT PERSONAL INFORMATION WE COLLECT

We may collect the following types of personal information:

- Contact information: name, email address, phone number, postal address
- Account information: username, password, account preferences
- Usage data: how you use our products and services, including interactions with our AI systems
- Payment information: credit card or bank details (processed securely by our payment providers)
- Communications: records of your communications with us, including support requests
- Technical data: IP address, browser type, device information, cookies
- AI interaction data: inputs and outputs from your use of our AI-powered features, where applicable

2. HOW WE COLLECT PERSONAL INFORMATION

We collect personal information when you: create an account, use our products or services, communicate with us, complete forms, participate in surveys, or interact with our AI systems. We may also collect information from third parties such as our business partners, analytics providers, and publicly available sources.

3. WHY WE COLLECT PERSONAL INFORMATION

We collect and use personal information to: provide and improve our products and services; personalise your experience; communicate with you about our products, updates and promotions (where consented); process payments; comply with legal obligations; ensure security and prevent fraud; and train, improve and evaluate our AI systems (where permitted by applicable law).

4. AI AND YOUR PERSONAL INFORMATION

Our products use artificial intelligence. Your interactions with our AI features may be used to improve our models, subject to the following safeguards:

- We apply data minimisation principles — we only use data necessary for the stated purpose
- Your data is not used to train AI models sold to or shared with third parties without your explicit consent
- You may opt out of having your data used for AI training — contact us at admin@metacognitionai.com
- AI-generated outputs affecting significant decisions about you will be subject to human review on request

5. DISCLOSURE OF PERSONAL INFORMATION

We may disclose your personal information to: our service providers and technology partners (who are contractually bound to protect it); law enforcement or regulators where required by law; other parties with your consent. We do not sell your personal information to third parties.

6. OVERSEAS DISCLOSURE

Some of our service providers operate outside Australia. Where we disclose personal information overseas, we take reasonable steps to ensure the recipient protects it in a manner consistent with the Australian Privacy Principles.

7. YOUR RIGHTS

You have the right to: access your personal information; correct inaccurate information; request deletion of your information (subject to legal retention obligations); complain about a breach of the APPs. Contact us at admin@metacognitionai.com to exercise these rights. You may also lodge a complaint with the OAIC at www.oaic.gov.au.

8. DATA SECURITY

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. Our security measures include encryption, access controls, and staff training.

9. RETENTION

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When no longer needed, we destroy or de-identify it securely.

10. COOKIES

Our website uses cookies and similar technologies to support website functionality, understand how visitors use our website, and improve the user experience.

Some cookies may collect information about your device, browser and interactions with our website. Where required, we will seek your consent before using non-essential cookies.

You can manage or disable cookies through your browser settings. Please note that disabling certain cookies may affect the functionality or performance of our website.

11. CONTACT US

Privacy Officer	Cherie Gauci
Email	admin@metacognitionai.com
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