

18 February 2026

Slate Science Operations Pty Ltd
Suite 301, 447 Kent St, Sydney NSW 2000, Australia
ABN: 36 616 332 551
Phone: 1300 014 419

Teacher's AI Assistant Privacy Notice

Data Security and Privacy

- Your data is processed within our secure, ISO-27001 compliant environment on AWS Bedrock.
- Your data is never used to train public models or shared outside of Matific.
- Each user interacts with the AI Assistant in a private, secure context.
- The Assistant will only access data that the user is already authorized to view.
- Data from one user is never exposed or visible to another.
- Conversations may be retained internally for audit and quality control, but are not shared externally.
- Unless required to retain them longer for legal or security reasons, AI Assistant conversation logs will be deleted within 3 months after account closure, or earlier on request, subject to applicable legal limitations.

Service Use and Oversight

- The AI Assistant is designed to support, not replace, teacher expertise. Users remain responsible for instructional decisions and assessment outcomes.
- The AI Assistant is intended for educational support purposes only. It should not be used to generate, process, or store sensitive student information beyond normal educational use cases.
- The AI Assistant is an evolving tool and may produce inaccuracies.
- All AI-generated content should be reviewed with professional judgment before being relied upon.
- Use of the Assistant is optional and can be disabled by contacting Matific support.
- Matific reserves the right to stop the AI Assistant service at any point unless contractually obligated to continue providing the service.
- Please do not include unnecessary personal information in prompts (e.g., full student names or contact details) unless required for the educational purpose and supported by your organisation's policies.

Indemnity and Disputes

- By using the AI Assistant, you agree to hold Matific harmless from any costs or liabilities arising from your use of the feature. Any disputes will be handled in accordance with the dispute resolution process outlined in our Terms of Use.

Yours sincerely,

Craig Shotland

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Chief Executive Officer