121 Tutors – Privacy Policy

Last updated: December 2025

This Privacy Policy applies to all personal information collected by 121 Tutors Pty Ltd (ABN 27 670 419 904) via the website www.121tutors.com.au ("the Website", "we", "us", "our").

1. What is personal information?

"Personal information" has the meaning given in the Privacy Act 1988 (Cth) and refers to information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in a material form or not.

Information that does not identify you, or cannot reasonably be linked to you, is not considered personal information and is not subject to this Privacy Policy.

2. What information we collect

The personal information we collect depends on how you use the 121 Tutors platform and may include:

- Name, email address and phone number
- Address and general location
- Age or date of birth
- Educational background and experience
- Tutor profile information, including qualifications, CVs, and Working With Children / Blue Card details (where provided by tutors)
- Communications between users conducted through the platform
- Enquiries or correspondence submitted to us
- Limited payment-related information required to facilitate transactions (processed via third-party providers)

3. Payment information

Payments made through the 121 Tutors platform are processed securely via a third-party payment gateway, FatZebra.

121 Tutors does not store, process or retain full credit or debit card details.

4. How we collect personal information

We collect personal information when you register an account, create or update a tutor profile, browse or contact tutors, submit forms or enquiries, or communicate with us directly.

We also collect information through cookies and similar technologies to improve website functionality, analytics and advertising performance.

5. Purpose of collection
We collect personal information for operating and maintaining the platform, enabling tutors to advertise services, allowing parents and students to browse tutors, facilitating communication, providing support, processing payments, and meeting legal obligations.
121 Tutors operates as an online marketplace only and does not provide tutoring services itself.

6. Disclosure of personal information
We may disclose personal information to third-party service providers such as website hosting, analytics, email services and payment providers.
Tutor profile information is provided by tutors and is not independently verified by 121 Tutors.
We do not sell personal information.

7. Direct marketing
Where permitted by law, we may send information you would reasonably expect to receive. You may opt out at any time.

8. Access and correction
You may request access to or correction of your personal information in accordance with Australian Privacy Principles 12 and 13.

9. Complaints
If you have a complaint, please contact us. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

10. Overseas disclosure
Your personal information is not disclosed outside Australia unless required or requested. Overseas recipients may not be subject to Australian Privacy Principles.

11. Contact us
Email: info@121-tutors.com.au