

# Vendor Registration Pack

All documentation required to register AchievoEDU as an approved vendor for your school, diocese, or department.

AchievoEDU PTY LTD | Procurement and ICT Teams | Version 1.0 | 2026

## HOW TO USE THIS DOCUMENT

This pack is designed for school finance officers, ICT procurement teams, and department or diocese vendor approval processes. It contains all the company, technical, and compliance information commonly requested during vendor registration. For a Data Processing Agreement or additional documentation, contact [contact@achievoedu.com.au](mailto:contact@achievoedu.com.au).

## Section 1 — Company Details

<b>Legal entity name</b>	AchievoEDU PTY LTD
<b>Trading name</b>	AchievoEDU
<b>ABN</b>	56696195061
<b>ACN</b>	696 195 061
<b>Entity type</b>	Australian Proprietary Company
<b>Registered state</b>	Queensland, Australia
<b>Year established</b>	2026
<b>Business category</b>	Education Technology (EdTech) — SaaS Platform
<b>Primary contact email</b>	<a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a>
<b>Support email</b>	<a href="mailto:support@achievoedu.com.au">support@achievoedu.com.au</a>
<b>Privacy enquiries</b>	<a href="mailto:privacy@achievoedu.com.au">privacy@achievoedu.com.au</a>
<b>Website</b>	<a href="http://achievoedu.com.au">achievoedu.com.au</a>
<b>Postal address</b>	Contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a> for current postal address

## Section 2 — Product Details

<b>Product name</b>	AchievoEDU
<b>Product type</b>	Cloud-based SaaS platform (web and mobile application)
<b>Deployment model</b>	Multi-tenant SaaS — no on-premises installation required
<b>Platform URL</b>	<a href="http://achievoedu.com.au/login">achievoedu.com.au/login</a>
<b>iOS app</b>	AchievoEDU — Apple App Store (Bundle ID: com.achievo.school). Requires iOS 16+
<b>Android app</b>	AchievoEDU — Google Play (Package: com.achievo.school). Requires Android 10+
<b>Target users</b>	Primary and secondary schools, P–12

<b>School system support</b>	Compatible with Sentral and TASS for student roster sync
<b>Subscription model</b>	Annual flat-fee per school — no per-user or per-seat charges
<b>Pricing from</b>	From \$2,000 per year (Essential plan, up to 500 students). See website for further details
<b>Free trial</b>	1 month free trial included — no credit card or purchase order required to trial

## Section 3 — Hosting and Infrastructure

<b>Hosting provider</b>	Microsoft Azure
<b>Data centre region</b>	Australia East — Sydney, New South Wales
<b>Data residency</b>	100% Australia. All data stored and processed in Sydney. No international replication or transfer.
<b>Infrastructure model</b>	Platform-as-a-Service (PaaS) on Microsoft Azure App Service
<b>CDN provider</b>	Azure Front Door — Australia East
<b>Database</b>	Azure SQL Database — hosted in Australia East
<b>File storage</b>	Azure Blob Storage — hosted in Australia East
<b>Monitoring</b>	Azure Application Insights — error and performance monitoring only. No personal data processed.
<b>Infrastructure compliance</b>	Microsoft Azure holds ISO 27001 certification and is aligned with the ASD Essential Eight framework
<b>Uptime target</b>	99.9% platform availability. Status page: <a href="https://achievoedu.com.au/status">https://achievoedu.com.au/status</a>
<b>Backup frequency</b>	Automated daily backups
<b>Backup retention</b>	30 days
<b>Backup location</b>	Geographically separated within Australia East region
<b>Disaster recovery</b>	Point-in-time recovery available for all databases. Backups tested regularly for restore integrity.
<b>Data deletion on exit</b>	All school data permanently deleted within 30 days of written request or contract end. Written confirmation provided.

## Section 4 — Security

<b>Encryption at rest</b>	AES-256 via Azure Transparent Data Encryption (TDE). Keys managed by Azure Key Vault with automatic rotation.
<b>Encryption in transit</b>	TLS 1.2 minimum enforced. TLS 1.3 also supported. HTTP connections automatically redirected to HTTPS.
<b>Authentication</b>	Email and password with bcrypt hashing (high work factor). Short-lived JWT session tokens.

<b>Biometric login</b>	Face ID / Touch ID supported on iOS app via Apple's on-device framework. No biometric data transmitted or stored by AchievoEDU.
<b>Role-based access control</b>	Students, teachers, parents, and admins each have distinct permission sets. No cross-role data access.
<b>Audit logging</b>	All significant system events — logins, data exports, admin actions, point transactions — written to an immutable audit log. Retained for a minimum of 12 months.
<b>Penetration testing</b>	Regular security testing against OWASP Top 10 vulnerabilities including injection, broken authentication, XSS, and insecure data exposure. Findings remediated before deployment.
<b>Content safety</b>	Student-generated content (shout-outs, gratitude wall) passes through profanity filtering before display.
<b>Vulnerability management</b>	Security patches applied on a rolling basis. Critical vulnerabilities remediated within 24 hours of discovery.
<b>MFA / SSO</b>	SSO via Microsoft Entra ID and Google Workspace planned for 2027 roadmap. MFA not yet available.

## Section 5 — Privacy and Compliance

<b>Privacy framework</b>	Australian Privacy Act 1988 (Cth) and all 13 Australian Privacy Principles (APPs)
<b>Data controller</b>	The school is the data controller. AchievoEDU acts as data processor only.
<b>Data processor agreement</b>	Data Processing Agreement (DPA) available — contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a>
<b>Data used for advertising</b>	No. Student data is never used for advertising, profiling, or sold to third parties. No ads in the platform.
<b>Cross-border transfer</b>	None. Data never transferred outside Australia (APP 8 compliant).
<b>Data minimisation</b>	Only minimum data required to operate the platform is collected. See Section 6 for full list.
<b>Student photos</b>	Not collected. AchievoEDU does not store student photos or biometric identifiers.
<b>Parental access</b>	Parents can access their child's recognition data via the parent portal if enabled by the school.
<b>Data export</b>	Schools can request a full data export at any time. Delivered within 5 business days.
<b>Privacy contact</b>	<a href="mailto:privacy@achievoedu.com.au">privacy@achievoedu.com.au</a> — 2 business day response commitment
<b>Privacy policy URL</b>	<a href="https://achievoedu.com.au/privacy">achievoedu.com.au/privacy</a>
<b>Security page URL</b>	<a href="https://achievoedu.com.au/security">achievoedu.com.au/security</a>

## Section 6 — Data Collected

The following table lists every category of data collected by AchievoEDU and the purpose for which it is collected.

Data category	What is collected	Purpose
Student identity	Name, date of birth, year level, school-issued email address, house and class group	Create and manage student accounts
Platform activity	Points awarded, badges earned, Reward Store redemptions, goals submitted and completed	Power the recognition and reward features
Wellbeing data	Daily check-in emoji response (scale only). Optional free-text journal (private to student).	Support pastoral care and early intervention
Login data	Login timestamps, session duration, device type (browser/app)	Platform security and identifying disengaged students
Parent contact	Parent or carer name and email address (if provided by school)	Parent portal access and school communications
Staff data	Name, email address, role, classes assigned	Staff account management and audit logging

We collect	We never collect
<ul style="list-style-type: none"> <li>✓ Student name, date of birth and year level</li> <li>✓ School-issued email address</li> <li>✓ House and class group</li> <li>✓ Platform activity (points, badges)</li> <li>✓ Wellbeing check-in responses</li> <li>✓ Parent contact (if school provides)</li> </ul>	<ul style="list-style-type: none"> <li>X Student photos or biometrics</li> <li>X Home addresses or phone numbers</li> <li>X Medical or NDIS information</li> <li>X Academic grades or assessment results</li> <li>X Behavioural or disciplinary records</li> <li>X Financial information</li> </ul>

## Section 7 — Compliance Summary

Requirement	Status	Detail
Australian Privacy Act 1988	✓ <b>Compliant</b>	All 13 APPs. Data controller is the school.
Data hosted in Australia	✓ <b>Confirmed</b>	Microsoft Azure Australia East (Sydney). No offshore processing.
No data sold to third parties	✓ <b>Confirmed</b>	Student data never sold, shared, or used for advertising.
AES-256 encryption at rest	✓ <b>Confirmed</b>	Azure TDE with Azure Key Vault key management.
TLS 1.2+ encryption in transit	✓ <b>Confirmed</b>	TLS 1.2 minimum enforced. TLS 1.3 supported.
ISO 27001 certified infrastructure	✓ <b>Confirmed</b>	Microsoft Azure holds ISO 27001 certification.
ASD Essential Eight aligned	✓ <b>Confirmed</b>	Azure infrastructure aligned with ASD Essential Eight.

OWASP Top 10 testing	✓ <b>Confirmed</b>	Regular penetration testing. Findings remediated pre-deployment.
Data Processing Agreement	✓ <b>Available</b>	Contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a> to request a signed DPA.
Australian ABN and tax invoicing	✓ <b>Confirmed</b>	ACN 696 195 061. GST-compliant tax invoices issued.
Purchase order accepted	✓ <b>Confirmed</b>	POs accepted from all school types. Schools go live before PO payment.
Multi-factor authentication	⚠ <b>Roadmap 2027</b>	MFA and SSO planned for 2027. Currently email and password.
Government school procurement	✓ <b>Supported</b>	Formal quote, DPA, vendor registration, and procurement support available.

## Section 8 — Documents Available on Request

Document	Availability
Data Processing Agreement (DPA)	Available — contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a>
Formal quote on company letterhead	Available — contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a>
Privacy Policy	<a href="https://achievoedu.com.au/privacy">achievoedu.com.au/privacy</a>
Security overview	<a href="https://achievoedu.com.au/security">achievoedu.com.au/security</a>
IT and Network Requirements document	<a href="https://achievoedu.com.au/resources">achievoedu.com.au/resources</a>
PBL and DET Alignment Guide	<a href="https://achievoedu.com.au/resources">achievoedu.com.au/resources</a>
School reference contacts	Available on request — contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a>
Completed vendor registration form	Available — we can complete your department's own form on request
Tax invoice sample	Available on request — contact <a href="mailto:contact@achievoedu.com.au">contact@achievoedu.com.au</a>

### PROCUREMENT SUPPORT

We understand government and Catholic schools often need to go through formal ICT procurement or vendor approval processes. We are experienced in supporting this and can:

- Provide a formal written quote on company letterhead
- Complete your department's or diocese's own vendor registration form
- Provide a signed Data Processing Agreement
- Answer questions from your IT security or compliance team
- Provide school references on request

Contact [contact@achievoedu.com.au](mailto:contact@achievoedu.com.au) to begin the procurement process.