

How TuneEd uses your information

Privacy notice for pupils, parents and school staff · Last updated 27 September 2026

TuneEd is a music learning website that your school has chosen to use. This notice explains what we do with information about you. Your school decides what we may do with pupils' information — we only act on their instructions — so your school's own privacy notice applies too.

The short version

- You sign in with the Microsoft account your school gives you, and we never see your password. (Some schools instead use TuneEd logins: teachers get a username and password, and pupils either don't sign in at all or get a TuneEd username of their own.)
- We keep your name, school email address and the work you do in TuneEd, so your teacher can see how you're getting on. If you sign in with a TuneEd username, we only ever hold your first name and the first letter of your surname — never your full name or an email address.
- We don't sell your information, we don't show adverts, and we don't use your work to train AI models.
- Your information is stored in the UK and Europe.
- If your school stops using TuneEd, your information is deleted after 12 months.

Who we are

TuneEd is run by **Nathan Sant, trading as TuneEd**, a sole trader in the United Kingdom. You can contact us at **support@tuneed.uk** about anything in this notice, including our postal address if you need it for a formal request.

For pupils' learning records, **your school is the data controller** and TuneEd is its data processor. For our own records — the names and work emails of school staff we deal with, and billing — TuneEd is the controller.

What we collect, and why

Information	Why we have it	Legal basis
Your name, school email address and the sign-in identifier Microsoft gives us	To sign you in, show your teacher whose work is whose, and keep your school's data separate from other schools'	Your school's public task (its legal duty to provide education)
Your school, whether you are a teacher or a pupil, and your class	To show the right activities and let your teacher see their class	Your school's public task
Your answers, scores, progress, badges and anything you type into an activity	To mark your work, show your progress, and let your teacher support you	Your school's public task
If your school uses TuneEd teacher logins: your teacher's email address and a scrambled (hashed) version of their password	To let teachers sign in without Microsoft	Contract with your school
If your school buys TuneEd pupil licences: your first name and the first letter of your surname, the username your teacher gives you, and a scrambled (hashed) version of your password	To sign you in without a school email account, and to show your teacher whose work is whose. We don't ask for your surname, your email address or your date of birth	Your school's public task
If your school uses keycodes instead: nothing about you at all	Schools can run mocks with anonymous keycodes, where your work is stored against a seat label such as "Pupil B" and no pupil accounts exist	Your school's public task
Messages you send to support	To answer you	Our legitimate interest in helping users
Technical logs, including your IP address	To keep the site secure and fix faults; kept only briefly	Our legitimate interest in security
Anonymous error reports and anonymous usage patterns (pages visited, features used) — never your name, email address or the words you type into an activity	To find and fix bugs, and to see which parts of TuneEd are used so we can improve them	Our legitimate interest in running and improving the service
Staff contact and billing details	To run the school's subscription and send service emails	Contract, and our legitimate interest in running the service

We do not collect your date of birth, home address, phone number, photograph, or anything about your health, ethnicity or additional needs. We don't ask pupils for payment details, and we don't track you across other websites.

Where your information is kept

- **Our database is in Ireland** (Supabase) and **the website runs in London** (Vercel).
- **Sign-in** is handled by Microsoft using your school's own account system, or, where your school uses TuneEd logins, by TuneEd in the same database in Ireland.
- **Emails to staff** are sent through IONOS in Europe.
- **Anonymous error reports and usage patterns** (see below) are stored by Sentry and PostHog, both in the European Union.

One feature is different. If you use **AI feedback** — practice essay marking, the revision tutor or knowledge organisers — the words you wrote are sent to OpenAI in the **United States** to produce feedback. Your name, email address and school are *not* sent with it, and your work is not used to train AI models. This transfer is protected by the standard contract terms approved for sending personal data outside the UK. Schools can ask us to switch these features off.

Videos, error reports and usage patterns

Some pages include videos from **YouTube**, shown in YouTube's privacy-enhanced mode. When a page with a video loads, Google receives the IP address of the device, and if you play the video Google may set cookies on your device.

We also use three tools to keep TuneEd working well, none of which identify you or build a profile of you: **Vercel Web Analytics** counts page views without using cookies; **Sentry** tells us when something breaks, by sending the technical details of the error (not your name, email address or anything you typed); and **PostHog** tells us which pages and features are used, using an anonymous browser identifier that is never linked to your name or email. We don't use any of these to show you adverts, and we don't use them to track you on other websites. Both Sentry and PostHog store this information in the European Union.

Who else sees your information

- **Your teachers** at your school see your work and progress.
- **TuneEd** staff can see school data only where needed to run the service or fix a problem.
- **The companies listed above**, which store or process the data on our behalf under contract.
- Nobody else, unless the law requires it.

How long we keep it

Information	Kept for
Your account and your work in TuneEd	While your school subscribes. If the school stops, everything is kept for 12 months in case they come back, then deleted.
If your school asks us to delete it sooner	Deleted within 30 days.
Support messages	Up to 2 years.
Billing records	6 years, because tax law requires it.
Technical logs	Up to 30 days.
Anonymous error reports and usage patterns	Up to 90 days, on Sentry's and PostHog's own EU servers. Nothing in them identifies you, so there is nothing to delete on request.

Your rights

You can ask to see the information we hold about you, to have it corrected, deleted, or to object to how it is used. For pupils' learning records, please ask your school first, because the school decides these requests — we'll help them respond. For anything else, email support@tuneed.uk.

Pupils have these rights themselves, and parents can usually exercise them on behalf of a younger child. We answer school requests within 5 working days and complete them within one month.

If you're unhappy with how your information has been handled, please tell us so we can put it right. You can also complain to the Information Commissioner's Office at ico.org.uk or 0303 123 1113.

Keeping it safe

- Where your school uses Microsoft sign-in, Microsoft handles it and TuneEd never sees your password. Where a school uses TuneEd logins, teachers' passwords are stored only as a scrambled (hashed) value that cannot be turned back into the password.
- Only accounts from your school's own organisation can reach your school's data.
- Information is encrypted while travelling to and from the site and while stored.
- Each school's data is separated so no school can see another's.
- If there were ever a breach affecting your data, we tell your school within 24 hours, and the school decides what to tell you.

Changes to this notice

If we change how we use information, we'll update this notice and tell schools by email before the change takes effect.

Note for the school: you're welcome to copy any part of this into your own privacy notice for parents. Ask support@tuneed.uk if you need anything else for your records, including our data processing agreement.