

TuneEd Privacy Policy

Last updated: 1 May 2026

Draft status: This document is a practical privacy policy draft for TuneEd. It should be reviewed if the app's data collection, providers, payment model or school use changes. It is not formal legal advice.

TuneEd is an educational music learning and revision platform created by Nathan Sant trading as TuneEd. This Privacy Policy explains how TuneEd collects, uses, stores and protects personal information when teachers, pupils, schools or other users access the TuneEd website or app. TuneEd is designed to support music teaching, revision, quizzes, listening practice, set work study, exam-style learning and AI-supported music revision.

1. Who we are

TuneEd is operated by:

Nathan Sant trading as TuneEd

Website: <https://tuneed.uk>

Email: support@tuneed.uk

For privacy-related questions, please contact: support@tuneed.uk.

2. Who this policy applies to

This policy applies to teachers using TuneEd; pupils using TuneEd; schools or organisations using TuneEd; users who contact TuneEd for support; and users who access the TuneEd website or app.

3. How users log in

Staff and pupils log in to TuneEd using their school Microsoft Teams/Microsoft account.

TuneEd does not store users' Microsoft Teams passwords. Passwords are handled by Microsoft through the school's Microsoft login system.

TuneEd may receive basic login information from Microsoft, such as the user's name, email address, school account identifier and role, where this is needed to provide access to the app.

4. Information we may collect

Account information

- name
- school email address
- school name
- user role, such as teacher, pupil or administrator
- class or group information
- Microsoft login/account identifier

TuneEd does not store user passwords.

Learning and usage information

- quiz answers
- quiz scores
- completed tasks
- progress through learning materials
- mock exam responses
- feedback or teacher comments

- date and time of activity

Technical information

TuneEd may collect limited technical information needed to keep the app secure and working properly, such as:

- device type
- browser type
- app version
- error logs
- basic usage logs
- Vercel Analytics information about general app usage and performance

TuneEd does not keep IP addresses as part of its normal user records.

Support information

If you contact TuneEd, we may collect your name, email address, school, details of your request, and any information you choose to include in your message.

5. How we use personal information

We use personal information to:

- provide access to TuneEd
- allow staff and pupils to log in through their school Microsoft account
- deliver learning materials, quizzes and exam-style tasks
- save pupil progress and responses
- help teachers monitor learning
- provide AI-supported learning and revision tools
- provide technical support
- improve the reliability, performance and security of the app
- fix bugs and errors
- understand general usage through Vercel Analytics
- manage school licences or subscriptions
- protect TuneEd from misuse

We do not sell personal information. We do not use pupil data for advertising.

6. Lawful basis for using personal information

Under UK GDPR, personal information must be processed using a lawful basis. Depending on the situation, TuneEd may rely on the following possible lawful bases:

Purpose	Possible lawful basis
Providing access to TuneEd for a school	Contract or legitimate interests
Managing teacher and pupil accounts	Contract or legitimate interests
Saving quiz scores and learning progress	Legitimate interests or contract
Providing AI-supported learning tools	Legitimate interests or contract
Using Vercel Analytics to understand general app usage and performance	Legitimate interests

Purpose	Possible lawful basis
Responding to support requests	Legitimate interests
Keeping the platform secure	Legitimate interests
Legal/accounting records	Legal obligation

Where TuneEd is used by a school, the school may also have its own lawful basis for allowing pupils to use educational technology.

7. Children’s information

TuneEd may be used by children and young people as part of school learning. We aim to use children’s personal information carefully, fairly and only where needed for educational purposes.

TuneEd aims to:

- collect only the information needed for learning
- avoid unnecessary tracking
- avoid selling or sharing pupil data for advertising
- keep pupil information secure
- provide clear information for schools, teachers, pupils and parents/carers
- allow schools to request deletion of pupil data

8. How we share information

TuneEd uses trusted service providers to help run the website, app, login system, database, support tools, analytics and AI features.

Provider	Purpose
Microsoft / Teams / Microsoft Entra ID	To allow staff and pupils to log in using school Microsoft accounts
Vercel	To host and deploy the TuneEd website/app, and to provide Vercel Analytics for general usage and performance insights
Supabase	To store app data such as accounts, school access, quiz attempts, progress and content
OpenAI	To provide AI-supported learning features
Formspree	To process contact or support form submissions
IONOS	To provide domain, DNS or email services
GitHub	To host and manage TuneEd’s source code during development

These providers may only process information for the purposes of providing their services to TuneEd. We may also share information if required by law, regulation, safeguarding concerns, or to protect the security of TuneEd.

9. AI features

TuneEd uses AI-supported features to help with music learning, revision, explanations and feedback.

When users interact with AI features, the information they enter may be sent to an AI service provider, such as OpenAI, to generate a response.

Users should not enter unnecessary personal information into AI features.

AI responses are provided for learning support only. They should not be treated as official exam-board marking, formal assessment decisions or professional advice. Teachers should supervise use of AI features where appropriate.

10. Cookies, analytics and similar technologies

TuneEd may use cookies or similar technologies to keep users signed in, remember preferences, protect accounts, improve performance and understand general use of the app.

TuneEd uses Vercel Analytics to understand general app usage and performance. This helps TuneEd identify which areas of the app are being used and whether the app is working effectively.

TuneEd does not use cookies or analytics to sell pupil data or target advertising to children.

11. How long we keep information

We keep personal information only for as long as needed.

Data type	Retention period
School account data	While the school has an active licence
Pupil accounts and progress	While the school uses TuneEd, unless deletion is requested earlier
Support emails/messages	Up to 12 months
Payment/invoice records	Up to 6 years, where required for accounting/tax purposes
Error/security logs	For a limited period needed to maintain security and fix issues
Vercel Analytics information	For as long as needed to understand app usage and performance, unless settings or provider retention periods require earlier deletion

Schools may request deletion of pupil or school data by contacting support@tuneed.uk.

12. Where data is stored

TuneEd stores app data using Supabase. Some service providers may process data outside the UK. Where this happens, TuneEd aims to use providers that apply appropriate safeguards for international transfers, such as recognised contractual protections or equivalent safeguards.

13. Data security

We use reasonable technical and organisational measures to protect personal information. These may include:

- Microsoft school account login
- no TuneEd password storage
- password-protected administration areas
- restricted admin access
- encrypted connections using HTTPS
- database access controls
- regular checks for errors and security issues

No online service can be guaranteed to be completely secure, but TuneEd aims to protect user data carefully.

14. Your rights

Under UK data protection law, individuals have rights over their personal information. These may include the right to be informed about how data is used, access personal information, correct inaccurate information, request deletion, restrict processing, object to processing, request data portability in some circumstances, and complain about how data is used.

For school accounts, requests about pupil data may need to come through the school. To make a request, contact support@tuneed.uk. You also have the right to complain to the Information Commissioner's Office, the UK regulator for data protection.

15. Account and data deletion

Schools, teachers, parents/carers or users can request deletion of account data by contacting support@tuneed.uk.

Please include the school name, the account email if known, the user or class to be deleted, and what data you want deleted. We may need to verify the request before deleting information.

16. Third-party content and links

TuneEd may link to external websites, videos, resources or platforms such as YouTube, WJEC, exam board materials or other educational resources. TuneEd is not responsible for the privacy practices of external websites. Users should check the privacy policies of those services.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. When we make important changes, we will update the date at the top of this page. Where appropriate, we may also notify schools or users.

18. Contact

For questions about this Privacy Policy, contact:

Nathan Sant trading as TuneEd

Website: <https://tuneed.uk>

Email: support@tuneed.uk