

TuneEd Terms of Use

Last updated: 1 May 2026

These Terms of Use explain the rules for using TuneEd. By accessing or using TuneEd, you agree to these terms. If you are using TuneEd through a school, your school may also have its own rules and policies that apply.

1. Who we are

TuneEd is an educational music learning and revision platform created by Nathan Sant trading as TuneEd.

TuneEd is designed to support music teaching, revision, quizzes, listening practice, set work study, exam-style learning and AI-supported music revision.

Website: <https://tuneed.uk>

Email: support@tuneed.uk

2. Who can use TuneEd

TuneEd may be used by schools with an active TuneEd licence; teachers and school staff at licensed schools; pupils at licensed schools; and individual users who have been given access by TuneEd.

Where TuneEd is used by pupils, it should be used under the direction of a school, teacher, parent/carer or responsible adult where appropriate.

3. School licences and access

A TuneEd school licence allows staff and pupils at the named school to access TuneEd during the agreed licence period.

Unless agreed otherwise in writing: a licence applies to one named school only; access must not be shared with other schools or organisations; logins must not be shared with people outside the licensed school; resources must not be copied, resold, uploaded publicly or redistributed outside the school; and access may be removed when the licence ends.

TuneEd may offer pilot licences, annual licences, individual teacher access or other access arrangements.

4. Payments and subscriptions

Where TuneEd is sold to schools or individuals, the price, licence period and payment terms will be confirmed at the point of purchase or on the invoice.

Unless agreed otherwise: payment should be made by the due date shown on the invoice; access may be delayed, suspended or removed if payment is not received; licence fees are for access during the agreed licence period; and TuneEd is not currently VAT registered.

If a school has questions about an invoice or licence, it should contact support@tuneed.uk.

5. User accounts and login

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

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

Users are responsible for using their own account only, keeping their login secure, not sharing access with others, and telling their teacher or TuneEd if they believe their account has been misused.

6. Acceptable use

Users must use TuneEd responsibly and for educational purposes.

Users must not: try to access another person's account; share login details; attempt to copy, scrape, download or extract large amounts of content; interfere with the security or operation of TuneEd; upload, type or submit harmful,

offensive, illegal or inappropriate material; use TuneEd to bully, harass, threaten or upset others; use TuneEd for commercial purposes without permission; attempt to reverse engineer, copy or reproduce the app; or use automated tools, bots or scripts to access TuneEd without permission.

TuneEd may suspend or remove access if these rules are broken.

7. Educational content

TuneEd provides educational resources, explanations, quizzes, listening tasks, revision materials and exam-style questions.

The content is intended to support learning and revision. It does not replace teaching from a qualified teacher, official exam board specifications, official mark schemes, school assessment policies or professional judgement.

TuneEd aims to make content accurate and useful, but we cannot guarantee that every explanation, question, answer or AI-generated response will be error-free.

Teachers and pupils should always check important information against official exam board materials where needed.

8. AI-supported features

TuneEd may include AI-supported features to help with music learning, revision, explanations, feedback and question support.

AI features are provided for learning support only. Users should not enter private, sensitive or unnecessary personal information into AI tools.

AI responses may sometimes be incomplete, inaccurate or unsuitable; should not be treated as official exam marking; should not replace teacher feedback; and should be checked by the user or teacher where needed.

TuneEd may limit, change, suspend or remove AI features at any time.

9. Pupil work, answers and submissions

TuneEd may allow pupils to complete quizzes, answer questions, submit work or receive feedback.

Schools and teachers are responsible for how pupil work is used in teaching, assessment and reporting.

TuneEd may store pupil progress, answers, scores or feedback so that teachers can support learning.

Users must not submit content that is offensive, harmful, discriminatory, illegal or unrelated to learning.

10. Copyright and intellectual property

TuneEd, including its design, structure, original text, explanations, quizzes, questions, graphics, layouts, code and resources, belongs to TuneEd or its licensors unless stated otherwise.

Users and schools may use TuneEd content for teaching, learning and revision within the licensed school.

Users must not copy TuneEd resources for use outside the licensed school; upload TuneEd resources to public websites or shared drives outside the school; sell, publish or redistribute TuneEd content; remove copyright notices; or copy the design, structure or content of the app to create a competing product.

11. Third-party content and set works

TuneEd may refer to third-party musical works, recordings, videos, scores, exam board materials or set works for educational purposes.

All third-party works remain the property of their respective copyright owners.

TuneEd is an independent educational resource. It is not affiliated with, endorsed by, or sponsored by WJEC, Hamilton, Lin-Manuel Miranda, Disney, YouTube, Microsoft, Apple or any other third-party rights holder unless clearly stated.

Users must follow any third-party terms that apply when accessing external links, videos, resources or services.

12. Links to other websites

TuneEd may include links to external websites, videos or resources.

These links are provided for educational convenience. TuneEd is not responsible for the content, accuracy, availability or privacy practices of external websites.

13. App Store use

If TuneEd is downloaded through the Apple App Store or another app store, the app store's own terms may also apply.

The app may be free to download while access to school content is provided through a school licence or approved account.

App store providers are not responsible for TuneEd's content, support, teaching materials or school licences.

14. Availability and changes to TuneEd

We aim to keep TuneEd available and working, but we cannot guarantee uninterrupted access.

TuneEd may be unavailable from time to time because of maintenance, updates, technical issues, third-party service problems, security concerns or circumstances outside our control.

We may update, change, add or remove features, content or resources over time.

15. Suspending or ending access

TuneEd may suspend or remove access if a licence ends; payment is not received; a user breaks these terms; a school asks us to remove access; there is a security or safeguarding concern; or continued access could harm TuneEd or other users.

Schools may request account or data deletion by contacting support@tuned.uk.

16. Privacy and data protection

TuneEd handles personal information in line with its Privacy Policy.

You can read the Privacy Policy at: <https://tuned.uk/privacy>

The Privacy Policy explains what information TuneEd collects, how it is used, who it may be shared with, how long it is kept, and how users can request deletion.

17. Safeguarding and appropriate use

TuneEd is designed for educational use.

Users should not use TuneEd to share personal, unsafe, harmful or inappropriate information.

Teachers, schools and parents/carers remain responsible for supervising pupils' use of digital tools, including AI features, where appropriate.

If a safeguarding concern arises, TuneEd may take appropriate action, including restricting access or contacting the relevant school.

18. Limitation of liability

TuneEd is provided as an educational support tool.

To the fullest extent permitted by law, TuneEd is not responsible for losses caused by incorrect use of the app; temporary unavailability; errors in user-submitted content; decisions made based only on TuneEd content or AI responses; external websites or third-party services; or loss of data caused by factors outside TuneEd's reasonable control.

Nothing in these terms limits liability where it would be unlawful to do so.

19. Changes to these Terms

We may update these Terms of Use 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.

Continued use of TuneEd after changes means you accept the updated terms.

20. Governing law

These Terms of Use are governed by the laws of England and Wales.

21. Contact

For questions about these Terms of Use, contact:

Nathan Sant trading as TuneEd

Website: <https://tuneed.uk>

Email: support@tuneed.uk