TypingCoach procurement pack

Data protection, hosting, setup and support, on two pages.

What data is processed

Pupils

Name; an optional username chosen by the school; class membership; a password (stored hashed). An email address is optional and never required for a pupil. Per-lesson performance is recorded: words per minute, accuracy, error counts, duration, lessons completed and badges earned. Keystroke timing logs are held briefly to verify scores and are purged on the schedule below.

Staff

Name, school email address and school, used to run their classes and approve their access.

Not collected

No pupil email addresses are required, no advertising identifiers, no behavioural profiles. Funnel analytics are school-level and never pupil-identifying.

Controller and processor

For pupil accounts in school-managed classes, the school is the data controller and Apps4Edu Ltd (TypingCoach) processes that data on the school's instruction. Erasure of a school-managed pupil record is the school's instruction to give.

For accounts individuals create themselves, Apps4Edu Ltd is the controller.

Retention periods

Enforced by nightly scheduled jobs, not by manual process.

KEYSTROKE AND MOUSE EVENT LOGS	exist only to verify scores and are deleted at the end of the school term in which they were recorded.
ATTEMPT SUMMARIES	speed, accuracy, lessons completed and badges form the learning record and are kept for the life of the account.
INACTIVE ACCOUNTS	are deleted, with all their data, after two years without a sign-in. Accounts with an email address are warned 30 days before deletion, and signing in cancels it.
DELETION REQUESTS	are honoured within 30 days, whether they come from the account holder or from the school for its pupils.

Subprocessors and hosting

TypingCoach runs on our own server in a Manchester (UK) datacentre. Pupil data does not leave the United Kingdom.

Our only subprocessor is the UK datacentre provider that hosts our server. Everything else runs in house: analytics is self-hosted on our own infrastructure, and we use no third-party trackers or external analytics services. A current subprocessor list is available from privacy@typingcoach.co.uk.

Account setup

Four routes, from zero-preparation to MIS-integrated:

Join code

the teacher puts a six-character code on the board and pupils join themselves. Nothing to prepare.

Pasted names

the teacher pastes the register, one pupil per line, and gets accounts and printable login slips.

CSV upload

name, email, password. Pupils already on the system are added to the class without touching their password.

Bromcom MIS import

TypingCoach reads the classes your MIS says a teacher takes this year; one click provisions the register. Set up once per school.

Sign-in and single sign-on

Staff sign in with an email address and password, or with the school's existing Google or Microsoft accounts via single sign-on; only the name and email address are read from the provider. Pupils sign in with a username and password, so no pupil needs an email address or an SSO account.

Deletion process

- Deletion requests are honoured within 30 days. For pupils in school-managed classes the school gives the instruction, and pupil data is also deleted when the school stops using TypingCoach.
- Accounts unused for two years are deleted automatically, with 30 days' emailed warning where an address exists; signing in cancels the deletion.
- A staff account that owns classes or shared teaching content is never silently cascade-deleted; those records are handed over to a colleague first, so a register cannot vanish with a leaver.

Support

Procurement, data protection and setup questions: privacy@typingcoach.co.uk.