Music Timetables

Third-party providers & data schedule for schools

Technical update 1.2; contractual terms remain draft | 29 November 2026

This document describes the updated service in preview and what still needs checking. Schools not yet moved to this version may retain earlier access arrangements. It is not a GDPR certificate, a complete verified subprocessor list or a signed data-processing agreement. Provider locations, overseas transfer safeguards and some retention terms remain unconfirmed.

1. Lovable Cloud - hosting and storage

Purpose: Runs the website and stores school records and crests.
Information: Pupil and teacher details, lessons, ensembles, events, weeks, registers, comments, waiting lists, archived leavers, settings, hashed PINs, staff account emails and roles, salted password hashes, encrypted authenticator secrets, hashed recovery/trusted-device/invitation tokens, family-code hashes, Peri note-sharing metadata and staff sessions. Security records include attempt counts and lock end times. Shared school PINs lock for 30 minutes after four consecutive wrong attempts, separately by school/role; individual accounts have password/code lockouts. Network attempt counts use hashed signals, not stored typed passwords or PINs. Trial enquiries are also saved.
Location: The project's storage region and complete underlying provider list have not been verified; UK-only storage is not claimed.
Retention: School records remain until authorised Owner deletion. Full sessions expire after eight hours. Backup retention, regions, restore treatment and deletion from backups have not been verified for this project; no backup period is assumed.

2. Lovable visitor analytics

Information: Pages visited, referring sites, country, browser, operating system, device type, time on page, speed, errors and clicks. App events include peri sign-ins and parent searches, without pupil names.
Limits: No analytics cookies, device storage or retained IP addresses; visitors are not identified. Clicks and app actions are recorded unless the browser sends Global Privacy Control. Basic visit statistics are counted for every visitor.
Lovable collects this data for us. Its privacy policy explains how it handles it; the link is below. Hosting separately uses a strictly necessary cookie to keep pages on one site version, with no information about the visitor, expiring within seven days. Staff sign-in has necessary full/pending session cookies and an optional seven-day trusted-device cookie. Real-school code lookup sets a necessary random browser-device cookie for up to 30 days when submitted; no name/code is in it. Its school-bound hash feeds device and school-wide attempt counters, eligible for cleanup 24 hours after activity. Clearing the cookie can reset the device counter, not the school-wide limit; it is not identity verification. Demo code-cookie use is excluded.
Retention: Detailed data: 90 days. Daily summaries: one year. Processing locations and transfer terms remain to be confirmed. The app's separate daily school totals have no automatic retention deadline; school totals are targeted by Owner deletion.

3. Service contact mailbox - correspondence

Information: Contact names, email addresses, school names and anything included in messages to hello@musictimetables.com. This is not where the live timetable is stored.
Location and retention: The mailbox provider contract, processing locations, transfer safeguards and retention policy have not been verified. Deleting a school in the app does not delete emails or downloaded exports.

AI, deletion & outstanding checks

4. Lovable AI service and selected model provider

Purpose: Operations support chat only. Uploaded files are not sent to AI: CSV and Excel imports are checked by the app itself, and PDF and photograph reading is temporarily turned off while privacy and security arrangements are checked. The app currently selects an OpenAI-labelled model through Lovable; the full processing chain must still be verified.
Information: Chat messages and recent conversation text typed by staff. Support has no tools to read or change school records, does not automatically attach them and cannot take file attachments.
Retention: Closing support clears its history from the app, not necessarily from providers. Provider locations, logging, retention, transfer safeguards and training terms have not been verified. No zero-retention or no-training guarantee is made.

Only provide what is needed

The timetable does not require dates of birth, home addresses, parent contact details, medical/SEN information or bank details. Free-text notes, emails and CSV or Excel uploads can nevertheless contain these details. Please do not include unnecessary or sensitive information, or pupil names and PINs in support chat. Music Timetables does not sell school records or use them for advertising.

Access boundaries

Real-school Owner/Operations accounts use email, a minimum 12-character password and authenticator/recovery code, unless a valid optional trusted-device token is accepted (up to seven days). Peri accounts use email/password without an authenticator, bound to school and teacher. Their own published lessons, attendance across instruments for their pupils and authored comments are available; other notes require deliberate Operations sharing, OFF by default, with actor/time recorded. Sharing is pupil-scoped, not single-recipient-only; enrolment does not transfer earlier code/shared-PIN authorship to an account. Form Tutors retain their school PIN: one selected numeric year group (1-8), not an assigned tutor class, returns names; filters are name-free. Parents use one hashed school-bound code per child plus first name, after a configurable normally 30-day changeover; no parent accounts. Rooms/teachers are hideable; teacher email visibility is stored but has no ordinary UI switch. Missed categories are fixed; absence displays as No lesson this week; free text stays staff-only. Letters require an uploaded crest and manual distribution. Demo retains PINs, name/Form lookup and read-only behaviour, no rollout. Operations manage family/Peri access; colleague controls require Owner. The last-two-working-account disabling safeguard is not implemented.

When a school leaves

The Owner can download a selected timetable/register workbook, not a complete archive: separate Peri comments, weekly adjustments, school settings and account/security/business records are excluded. Export and delivery are not automatic. Exact-school, recently authenticator-verified deletion removes school operational/security/account/code/audit records in one database transaction. Crest removal is separate; completion requires zero live records and verified file removal. Demo deletion is refused. Explicitly linked trial/business contacts and free text are removed; unlinked records require separate review. Only referenced Sent/Paid/Cancelled invoice records are archived without personal contacts/free text; review references, dates and status before deletion.
Deletion does not erase provider backups/logs, analytics, emails, letters, downloaded exports or printed copies. Backup retention is unverified. Rollover archives leavers and invalidates their family codes; it is not history deletion.

Retention and daily cleanup

Expired full sessions are denied immediately and removed on use/daily. Pending sign-in records: eligible after one hour (access lasts five minutes). Attempt counters: 24 hours after activity; lockout records: 24 hours after the later of expiry/activity. Invites: 30 days after use/expiry. Trusted-device records: seven days after the earlier of expiry/revocation, without extending access. Replaced recovery codes: immediate removal. Audit: 12 months. Last sign-in stays while active.

Peri temporary code secrets expire/revoke on enrolment or within seven days; daily cleanup removes them, while a school/teacher grant marker persists until school deletion to enforce the one-off rule. Due rows may remain until the next daily run, up to about 24 hours; no school deletion is scheduled. Real-school cleanup excludes Demo. The daily job registration was verified in Stage 5; its first completed scheduled run has not yet been observed in this review.

Minimal proof: Three years from deletion, no pupil records; unfinished file deletion remains retryable.

Accounting: Separate protected deadline, never shortened to three years. Existing six-year minimum and later deadlines are preserved, extending through the provisional five-years-after-Self-Assessment-filing-deadline floor when later. Actual tax/legal regime and longer requirements need legal review. Daily cleanup removes due proof/archive rows only.

Before relying on this document for live onboarding

Confirm the legal operator; obtain the full authorised provider list, processing regions and overseas transfer safeguards; agree AI and email retention terms, backup treatment, incident arrangements and deletion deadlines; and sign the school's data-processing agreement. The school normally controls its pupil records and Music Timetables processes them on its instructions. The operator controls trial enquiries and business correspondence. This draft does not replace those agreements.

Official references

Lovable privacy policy: https://lovable.dev/privacy

Lovable Cloud documentation: https://docs.lovable.dev/features/cloud

Music Timetables privacy notice: https://musictimetables.com/privacy

Questions: hello@musictimetables.com. Review this dated draft when providers or service behaviour change.