Privacy Policy

Last updated: 9 August 2026

1. Who we are

The Language Vault ("we", "us", "our") is operated by **Olayinka Eseku**, trading as **The Language Vault**, a sole trader based in England, with registered address **Unit 171077, PO Box 7169, Poole, BH15 9EL**.

For any questions about this policy or how we handle your data, contact us at **hi@thelanguagevault.com**.

2. A note for younger users

If you're a student using The Language Vault and you're under 18, this policy still applies to you, but here's the short version: we collect what we need to run the app (your account details, your answers and progress, and — if you use Speaking, Writing or Translation Coach — what you write or say so an AI can give you feedback). We don't sell your data, we don't show you ads, and if a parent or teacher is linked to your account, they only see a summary of how you're doing, not every individual answer.

3. What we collect and why

We collect the categories of information below. For the full, itemised breakdown — every specific data point, why we collect it, its legal basis, and exactly how long we keep it — see the **Appendix: Full Data Inventory** at the end of this policy.

Account information: name, email address, password (stored securely, never in plain text), account type (student, parent, or teacher).

Educational activity: your language, exam level and exam board, your answers, scores, and progress across the Question Bank, Vocab Sets, Grammar Hub, Revision Guides, Predicted Papers, and Past Papers, plus your XP, streaks, and achievements.

AI Coach content: if you use Writing Coach or Translation Coach, what you write is sent to our AI provider, Anthropic, to generate feedback and a mark. If you use Speaking Coach, your voice recording is sent to OpenAI to convert it to text (we never store the audio itself — it exists only briefly in server memory during that conversion and is then discarded); the resulting text is then sent to Anthropic to generate your feedback and mark. OpenAI also generates the AI examiner's spoken voice from text. We do not store your Speaking Coach transcript, feedback,

or marks after your session ends — only a basic record that a session happened, for your XP and progress tracking.

Linked accounts: if you're a student, you can invite a parent or teacher to link to your account; we record that relationship and share a summary of your progress with them (never every individual answer).

Payment information: if you subscribe to Pro, your subscription status and billing history are stored with us, but your card details are handled entirely by our payment processor, Stripe — we never see or store your full card number.

Technical information: IP address, browser/device type, and cookies necessary to keep you logged in and remember your preferences.

Analytics: if you consent via our cookie banner, we use Google Analytics to understand aggregate usage of the site. We do not pass your name or email into Analytics — it only sees anonymised behaviour.

4. Our legal basis for processing

Under UK GDPR, we rely on:

- **Contract** — most of what we do is necessary to actually provide you the service you signed up for.
- **Consent** — for optional things like linking a parent/teacher account, analytics cookies, and marketing emails (you can withdraw consent at any time).
- **Legitimate interest** — for things like fraud prevention and improving the service, balanced against your rights.
- **Legal obligation** — for things like keeping financial records for tax purposes.

5. Who we share your data with

We share data with the following categories of service providers ("processors") who help us run The Language Vault, each bound by a data processing agreement:

- **Supabase** — our database and authentication provider
- **Anthropic** — processes the text of your Writing/Translation Coach submissions and Speaking Coach transcripts to generate feedback (never receives raw audio)
- **OpenAI** — converts Speaking Coach audio to text, and generates the AI examiner's spoken voice; audio is processed transiently and is not stored by us (see §5 for OpenAI's own retention)
- **Stripe** — processes payments

- **Resend** — sends transactional emails (welcome, password reset, streak milestones, re-engagement, invite confirmations)
- **Google** — if you sign in with Google, or if you've consented to analytics cookies
- **Replit** — hosts the application

We do not sell your personal data to anyone, and we do not use your data to serve you advertising.

If a parent or teacher is linked to your account, they can see a summary of your activity (recent topics, weekly XP, streak, general strengths/areas for improvement) — not your individual answers or a live feed of your activity.

6. International data transfers

Some of our service providers may process data outside the UK/European Economic Area. Where this happens, we rely on **Standard Contractual Clauses** to ensure your data is protected to UK standards regardless of where it's processed.

7. How long we keep your data

We keep your data for as long as your account is active, plus a short period afterwards in case you want to reactivate or query anything. Specific retention periods (e.g. financial records are kept for 6 years as required by law; Speaking Coach audio is deleted shortly after processing) are set out in our internal Data Inventory and available on request.

8. Your rights

Under UK GDPR, you (or, for a minor, their parent/guardian where appropriate) have the right to:

- **Access** the personal data we hold about you
- **Correct** inaccurate data
- **Delete** your data ("right to be forgotten"), subject to certain legal exceptions
- **Restrict or object** to certain processing
- **Data portability** — receive your data in a portable format
- **Withdraw consent** at any time, where we rely on consent
- **Complain to the Information Commissioner's Office (ICO)** at ico.org.uk if you think we've mishandled your data

To exercise any of these rights, contact us at **hi@thelanguagevault.com**. We'll respond within one month, as required by law.

9. How we protect your data

We use industry-standard security measures including encrypted connections (HTTPS), hashed passwords, and access controls limiting who at The Language Vault can see your data. No system is 100% secure, but we take reasonable steps to protect your information.

10. Cookies

We use strictly necessary cookies to keep you logged in and remember your theme preference. With your consent, via our cookie banner, we also use analytics cookies. You can change your cookie preferences at any time via **the cookie banner**.

11. Children's privacy

We take extra care with data belonging to users under 18, in line with the ICO's Age Appropriate Design Code. We collect the minimum data necessary to provide the service, we don't use children's data for marketing profiling, and dashboards shared with parents/teachers show summaries rather than granular activity logs, by design.

12. Changes to this policy

We may update this policy from time to time. If we make material changes, we will notify you by email before the changes take effect.

13. Contact us

Olayinka Eseku, trading as **The Language Vault The Language Vault, Unit 171077, PO Box 7169, Poole, BH15 9EL** **hi@thelanguagevault.com**

If you're not satisfied with our response, you can complain to the ICO: ico.org.uk, or 0303 123 1113.

Appendix: Full Data Inventory

This appendix sets out, in full, every category of personal data we collect, why we collect it, the legal basis we rely on, and how long we keep it.

1. Account & identity data

Data point	Purpose	Legal basis	Retention
Full name / display name	Identify the account, personalise the app	Contract	Duration of account + 30 days after deletion request
Email address	Login, password reset, essential service communications	Contract	Duration of account + 30 days after deletion
Password (hashed, never stored in plain text)	Authentication	Contract	Duration of account; deleted on account deletion
Account role (student / parent / teacher)	Determines which interface and permissions apply	Contract	Duration of account
School name (teacher accounts, optional)	Context for teacher dashboard	Contract / legitimate interest	Duration of account
Subscription tier (Free / Plus / Pro)	Feature gating, billing	Contract	Duration of account + billing retention period (see below)

2. Google OAuth data (Google sign-in only)

Data point	Purpose	Legal basis	Retention
Google account name, email, profile picture URL	Populate account on sign-up, authenticate on login	Consent (OAuth grant) + Contract	Duration of account + 30 days after deletion

3. Educational / learning data

Data point	Purpose	Legal basis	Retention
Language(s), level, exam board selected	Personalise content shown	Contract	Duration of account

Data point	Purpose	Legal basis	Retention
Question Bank responses, scores, session history	Track progress, power Dashboard/Leaderboard/Achievements	Contract	Duration of account + 30 days after deletion
Vocab Set progress	Spaced-repetition personalisation	Contract	Duration of account
Grammar Hub practice results	Progress tracking	Contract	Duration of account
Revision Guide interactions (viewed/saved)	Personalisation	Legitimate interest	Duration of account
Predicted Paper / Past Paper attempts and scores	Progress tracking, achievement unlocking	Contract	Duration of account
XP, streaks, achievement/leaderboard data	Gamification	Contract	Duration of account
Writing Coach submissions	AI feedback and marking	Contract	Sent to Anthropic (see below); not stored beyond marking
Speaking Coach audio recordings	Speech-to-text transcription only	Contract	**Not stored by us at all.** Held in server memory only for the duration of the transcription call to OpenAI, then discarded.
Speaking Coach transcript / AI feedback / marks	Generate and display feedback	Contract	**Not stored by us.** Shown on screen only; only a basic record that a session occurred is kept, for progress tracking.

Data point	Purpose	Legal basis	Retention
Translation Coach submissions	AI feedback and marking	Contract	Duration of account

4. Third-party AI processing

Vendor	Role	What they receive
OpenAI	Speech-to-text (Speaking Coach)	Raw audio, processed transiently, never stored by us
OpenAI	Text-to-speech (AI examiner's voice)	Examiner question text only
Anthropic	AI marking and feedback (Writing, Translation, Speaking)	Text/transcript only — never receives audio

OpenAI's standard policy for API-processed data (distinct from consumer ChatGPT) is that it is not used for model training and is retained for a limited period for safety monitoring before deletion. Retention periods are set by OpenAI's own policies and may be subject to change, including where OpenAI is required to retain data for longer for legal reasons outside our control.

5. Parent / teacher linking data

Data point	Purpose	Legal basis	Retention
Linked account relationships	Enable Parent/Teacher Dashboards	Consent (student-initiated, adult confirms)	Duration of the relationship; deleted on revocation
Invite status and timestamps	Audit trail for consent	Legitimate interest	Duration of relationship + 12 months
Dashboard summary data (weekly XP, streaks, topic callouts)	Enable the dashboard feature	Consent (via the underlying link)	Not separately stored beyond the source educational data above

6. Payment data

Data point	Purpose	Legal basis	Retention
Subscription status, plan, billing history	Manage Plus/Pro subscription	Contract	Duration of account
Stripe customer ID	Link account to Stripe for billing	Contract	Duration of account
Card/payment details	**Not stored by us** — handled entirely by Stripe	N/A	Stripe's own retention applies
Transaction/invoice records	Legal/tax compliance	Legal obligation	6 years (UK HMRC requirement)

7. Communications data

Data point	Purpose	Legal basis	Retention
Support/contact enquiries	Respond to you	Legitimate interest / contract	2 years from last contact
School lead form submissions	Respond to school enquiries about licences	Legitimate interest	2 years, or until resolved + reasonable follow-up
Transactional emails (welcome, password reset, streak milestones, re-engagement, invite confirmation)	Service delivery	Contract	Not retained beyond standard email-provider logs
Weekly digest emails *(not yet available)*	Parent/teacher engagement	Consent (opt-in)	Until opt-out

8. Technical & usage data

Data point	Purpose	Legal basis	Retention
IP address	Security, fraud prevention	Legitimate interest	Standard server log retention

Data point	Purpose	Legal basis	Retention
Browser/device type, OS	Debugging, compatibility	Legitimate interest	Standard log retention
Authentication/session cookies	Keep you logged in	Contract (strictly necessary)	Session, or your chosen session length
Theme preference cookie	Remember your display preference	Legitimate interest	Until changed or cleared
Cookie consent choice	Record your consent choice	Legal obligation	Duration of account, or 12 months for anonymous visitors
Google Analytics data — only after your explicit consent	Understand aggregate site usage	Consent	Per our Google Analytics retention setting

9. Sub-processors — who we share data with

Sub-processor	What they process
Supabase	Core database and authentication
Anthropic	AI marking and feedback (Claude API)
OpenAI	Speaking Coach transcription and examiner voice generation
Stripe	Payments
Resend	Transactional email
Google	OAuth sign-in and (with consent) Analytics
Replit	Application hosting

Where any of the above process data outside the UK/European Economic Area, we ensure this is covered by an appropriate legal transfer mechanism, such as Standard Contractual Clauses.