

Privacy Policy

Class Diagnostix Ltd

Last updated: 4 July 2026

This Privacy Policy explains how Class Diagnostix Ltd collects, uses, stores and shares personal data when you use <https://www.classdiagnostix.com>, the Class Diagnostix web application, report-generation tools, upload workflow, support channels and related services.

1. Who we are

Class Diagnostix Ltd is a company incorporated in England and Wales with company number 14866606 and registered office at Class Diagnostix Ltd, 124 City Road, London, EC1V 2NX.

Contact email: hello@classdiagnostix.com.

ICO registration number: ZB546488.

No formal DPO is appointed at this stage. Class Diagnostix has appointed the Director as Data Protection Lead / Privacy Contact. External data protection advice will be sought where required, including for DPIAs, high-risk processing, significant incidents, or material product/supplier changes.

2. Our role: controller and processor

For account administration, billing, support, security, website enquiries, marketing to adults, service management and our own business operations, Class Diagnostix Ltd acts as a data controller.

For pupil assessment data, uploaded spreadsheets and report outputs uploaded or generated by a school, academy, college, trust or other education customer, the customer is usually the data controller and Class Diagnostix Ltd acts as the data processor.

Where we act as processor, we process personal data only on the customer's documented instructions and under our Data Processing Terms or Data Processing Agreement.

Pupils, parents and staff should usually contact their school or trust first about school-controlled data held in Class Diagnostix, because the school decides why that data is used and how long it should be kept.

3. Personal data we collect

Account and identity data: name, job title, school or organisation, username, account role, email address and login information.

Contact and billing data: billing address, school address, purchase order details, invoice information, payment status and correspondence.

School-uploaded data: pupil or student names, class or group, year group, assessment scores, question-level marks, maximum marks, uploaded spreadsheet content and generated report outputs.

Technical and usage data: IP address, browser type, device type, operating system, login dates, security logs, pages used, feature usage, error logs and diagnostic information.

Support and enquiry data: messages, attachments, screenshots, files or other information you send to us when asking for help or making an enquiry.

Marketing preference data: preferences about receiving updates, newsletters or product information from us.

We do not intentionally ask customers to upload safeguarding records, medical records, special category data, criminal offence data or highly sensitive pastoral notes unless this has been expressly agreed in writing.

4. Where personal data comes from

We collect personal data directly from account users when they create accounts, contact us, subscribe, use the Service or communicate with us.

We receive school-uploaded pupil and assessment data from schools, academies, colleges, trusts or their authorised users.

We may receive limited business contact information from public sources, referrals, procurement portals or education-sector directories where lawful and relevant.

We collect technical and usage data automatically when users access the website or application.

5. How and why we use personal data

To provide the Service: create accounts, authenticate users, process uploads, validate spreadsheet fields, generate reports, provide exports, manage access and deliver subscribed functionality.

To manage customer relationships: process orders, invoices, renewals, subscriptions, support requests, service notices and administrative communications.

To support and improve the Service: troubleshoot issues, monitor errors, maintain security, understand feature use and improve reliability. Where possible, we use aggregated or anonymised information for product improvement.

To protect the Service: prevent unauthorised access, detect misuse, maintain audit logs, investigate security incidents and protect customers, pupils and our systems.

To meet legal obligations: keep accounting records, respond to lawful requests, comply with tax, company, data protection and regulatory obligations.

To send marketing to adult contacts: send product updates, newsletters or relevant service information where lawful. Users can opt out of marketing at any time.

6. Lawful bases where we are controller

Contract: we use account, contact, billing and usage data where necessary to provide the Service or take steps before entering into a contract.

Legal obligation: we use data where necessary to comply with legal, tax, accounting, regulatory or data protection obligations.

Legitimate interests: we use data for service administration, security, fraud prevention, support, product improvement, business-to-business communications and managing our relationship with schools and adult users, where those interests are not overridden by individual rights.

Consent: we rely on consent where required, for example for certain cookies or optional marketing where consent is the appropriate basis.

Where we act as processor for school-uploaded pupil data, the school or trust is responsible for identifying the lawful basis for that processing.

7. School and children's data

Class Diagnostix is designed for use by schools and authorised education staff. It is not intended for direct independent use by children.

When schools upload pupil assessment data, we process that data to provide diagnostic reports and related functionality for the school.

We do not sell pupil personal data.

We do not use pupil personal data for advertising to children.

We do not use identifiable pupil data for AI model training, cross-school benchmarking, research or unrelated product development unless this has been expressly agreed in writing with the relevant controller and is supported by an appropriate lawful basis and privacy information.

Schools are responsible for telling pupils, parents, carers and staff how the school uses Class Diagnostix where required by law.

8. Automated processing and reports

The Service uses automated processing to detect spreadsheet structures, calculate assessment statistics and generate report outputs.

The Service does not make solely automated decisions that have legal or similarly significant effects on pupils, staff or users.

Reports are intended to support professional judgement. Schools and authorised users are responsible for checking detected fields, validation messages and report outputs before relying on or sharing them.

9. Cookies and similar technologies

We use cookies and similar technologies to run the website and application, keep users logged in, protect the Service, remember preferences and understand how the website or app is used.

Strictly necessary cookies are used because they are required to provide the website or application securely and cannot be switched off through our cookie controls.

Analytics, advertising or other non-essential cookies will be used only where we have obtained any consent required by PECR and UK GDPR.

A separate Cookie Policy or cookie banner should identify the specific cookies and similar technologies used, their purpose, duration and whether they are essential or optional.

Current cookie list URL: <https://www.classdiagnostix.com/cookies> and cookies settings URL: <https://www.classdiagnostix.com/cookies#settings>

10. Who we share personal data with

We do not sell personal data.

We may share personal data with trusted service providers who help us provide, secure and support the Service. These are hosting providers: (Railway, hosting in EU West/Amsterdam), data backup service (Azure Blob Storage in UK South/London), and email provider (Amazon SES in London, UK for outgoing transactional email and **Zoho Mail for business mailbox/inbox email**).

Where a service provider processes personal data for us, we put appropriate contractual protections in place.

We may share data where required by law, regulation, court order, law enforcement request, tax authority request or to protect our legal rights, users, customers or systems.

If our business or assets are sold, merged, reorganised or transferred, personal data may be disclosed to prospective or actual buyers, investors, advisers or successor organisations under appropriate confidentiality protections.

A current sub-processor list is available at <https://www.classdiagnostix.com/subprocessors> or on written request.

11. International transfers

We aim to use UK or UK-adequate hosting and service providers where reasonably practicable.

Some service providers may process personal data outside the UK. Where this happens, we will use appropriate safeguards required by Data Protection Laws, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to EU Standard Contractual Clauses, or another lawful transfer mechanism.

You can contact us for more information about international transfer safeguards where they apply.

12. How long we keep personal data

We keep personal data only for as long as necessary for the purposes described in this Privacy Policy, our contracts, our Data Processing Terms, and any legal or regulatory obligations.

Account and customer relationship records are usually kept for the duration of the customer relationship and then for up to six years where needed for legal, accounting, tax or dispute purposes.

School-uploaded pupil data and generated reports are usually kept while the customer subscription is active and for up to six months after expiry or cancellation, unless the customer requests earlier deletion or a different retention period has been agreed.

Backups may retain data for a 28 days after live deletion. Backup data is protected and deleted according to our 28-day backup cycle.

Support tickets and enquiries are kept for as long as needed to handle the request, maintain service records and protect legal rights.

Aggregated or anonymised information that no longer identifies individuals may be kept for longer.

13. Security

We use appropriate technical and organisational measures designed to protect personal data against unauthorised access, unlawful processing, accidental loss, destruction or damage.

Measures may include access controls, password protection, encryption in transit, secure hosting, backups, logging, staff confidentiality obligations, least-privilege access and security monitoring.

No internet service can be guaranteed to be completely secure. Users must keep login credentials confidential, use appropriate device security and tell us promptly if they suspect unauthorised access.

14. Your rights

Depending on our role, the lawful basis and the circumstances, individuals may have rights to access personal data, correct inaccurate data, erase data, restrict processing, object to processing, receive a copy of data in portable format, and withdraw consent where processing is based on consent.

The right to object applies in particular where we rely on legitimate interests for our own controller processing. You can object by contacting hello@classdiagnostix.com.

If your request relates to pupil or assessment data controlled by a school or trust, we may refer the request to that school or trust or ask you to contact them directly.

We may need to verify identity before responding to a rights request. We will normally respond within one month, unless the request is complex or we are legally allowed to extend the response period.

Some rights are not absolute and may not apply in every case.

15. Marketing communications

We may send marketing communications to adult business or school contacts where lawful. You can opt out at any time by using the unsubscribe link or contacting hello@classdiagnostix.com.

We do not send marketing communications to pupils or children.

16. Complaints

If you have a concern about how we handle personal data, please contact us first at hello@classdiagnostix.com so we can try to resolve it.

You also have the right to complain to the Information Commissioner's Office, the UK supervisory authority for data protection.

ICO website: <https://ico.org.uk/make-a-complaint/>.

ICO telephone: 0303 123 1113.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

If we make material changes, we will take reasonable steps to notify customers or users, such as by email, in-app notice or website notice.

The updated version will apply from the date stated at the top of the policy.

18. Contact

Questions about this Privacy Policy or how we handle personal data should be sent to hello@classdiagnostix.com.

End of document.