

Privacy Policy

Mustard Seed PSLE English Oral Last updated: 9 Sep 2026

1. Introduction

The Mustard Seed English Class ("**we**", "**us**", "**our**") operates Mustard Seed PSLE English Oral, an AI-assisted speaking practice platform for Singapore Primary 6 students preparing for the PSLE English Oral examination, accessible at ai.mustardseedenglish.com (the "**Service**").

This Privacy Policy explains what personal data we collect, why we collect it, who we share it with, and the rights available to you under the PDPA. It applies to students, parents/guardians, teachers, and administrators who use the Service.

By creating an account or using the Service, you (and, where you are a minor, your parent or guardian on your behalf) consent to the collection, use, and disclosure of personal data as described in this Policy.

2. Personal Data We Collect

Depending on how you use the Service, we may collect:

Account information

- Name (display name)
- Email address
- Password (stored in encrypted/hashed form by our authentication provider — we never see or store it in plain text)
- Role (student, teacher, or administrator)

Speech, audio, and performance data

- Audio recordings captured during Reading Aloud and Stimulus-Based Conversation practice
- Text transcripts generated from that audio by our speech-recognition provider
- Pronunciation, fluency, and completeness scores generated from your audio
- AI-generated feedback, scores, and model answers
- Practice history (topics attempted, dates, scores)

Payment and subscription information

- Subscription status, billing period, and cancellation status
- We do **not** collect or store your credit/debit card number ourselves. Card details are collected and processed directly by our payment processor, Stripe. We retain only non-sensitive references (such as a Stripe customer/subscription ID and payment status) needed to manage your subscription.

Access codes

- If you redeem a free-trial or teacher access code, we record which code was used and when.

Technical and usage data

- Log data such as IP address, browser type, device type, and timestamps of activity, collected automatically as part of operating the Service securely.

3. How We Collect Personal Data

We collect personal data:

- Directly from you when you register, subscribe, redeem an access code, or use the Service;
- Automatically, through your use of the Service (e.g. audio captured when you tap the microphone, or usage logs); and
- From our payment processor (Stripe), which confirms subscription and payment status to us after you complete checkout.

4. Purposes for Which We Collect, Use, and Disclose Personal Data

We collect, use, and disclose personal data for the following purposes:

1. To create and administer your account and verify your identity;
2. To provide the core Service — converting your spoken audio to text, generating pronunciation/fluency scores, and producing AI-generated feedback on your Reading Aloud and Stimulus-Based Conversation attempts;
3. To process subscription payments, renewals, and cancellations, and to grant or remove access accordingly;
4. To validate and administer free-trial and teacher access codes;
5. To maintain your practice history so that you (or, for students, your teacher) can track progress over time;
6. To operate an administrative dashboard for authorised school/teacher/admin accounts to manage users, subscriptions, and content;

7. To detect, investigate, and prevent fraud, abuse, or unauthorised access (for example, ensuring only users with an active subscription, trial, or authorised role can use the AI grading feature);
8. To monitor and improve the Service, including reviewing aggregate usage of our AI provider to manage costs and performance;
9. To communicate with you about your account, subscription, or changes to our Service or policies; and
10. To comply with our legal obligations.

5. Consent, and Consent on Behalf of Minors

The Service is designed for use by Primary 6 students, who are typically minors under Singapore law. Where a user is below the age at which they may validly give consent under the PDPA, consent to this Privacy Policy and our Terms of Use must be given by that student's parent or legal guardian, who is responsible for reviewing this Policy before allowing the student to use the Service.

If you are a parent or guardian and believe your child has provided personal data to us without your consent, please contact us using the details in Section 13 so that we can address this.

Subscription payments are expected to be made by a parent or guardian, or by an authorised school/teacher account on a student's behalf.

6. Disclosure to Third Parties (Data Intermediaries)

We rely on the following third-party service providers ("data intermediaries") to operate the Service. Each processes personal data strictly on our instructions and only to the extent needed to provide their service to us:

Provider	Purpose	Data involved
Supabase	Database hosting, user authentication, and backend (Edge Function) infrastructure	Account data, practice history, subscription/entitlement records
Microsoft Azure (Cognitive Services Speech)	Converts spoken audio into text and generates pronunciation/fluency assessment scores	Audio recordings, resulting transcripts and scores
Anthropic (Claude AI)	Generates written feedback, model answers, and evaluates spoken/written responses	Transcripts of student speech, questions, and (for the first

		conversation question) the topic's picture stimulus
Stripe	Payment processing, subscription billing, and the customer billing portal	Name, email, and payment details (collected directly by Stripe — see Stripe's own privacy policy)
Cloudflare	Website hosting and content delivery	Technical/log data (e.g. IP address) as part of serving the website

We do not sell personal data to any third party. We do not permit these providers to use your personal data for their own independent marketing purposes.

We may also disclose personal data where required by law, to enforce our Terms of Use, or to protect the rights, property, or safety of our users or the public.

7. Overseas Transfer of Personal Data

Some of the providers listed above may store or process personal data outside Singapore (for example, on servers located overseas). Where we transfer personal data overseas, we take steps required under the PDPA to ensure the receiving organisation is bound by legally enforceable obligations to provide a standard of protection comparable to the PDPA, such as relying on the provider's standard contractual terms and data protection commitments.

8. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes described in this Policy, or as required by law. In general:

- Account and practice history data is retained for as long as your account remains active, and for a reasonable period afterward in case you wish to reactivate it or as needed for legitimate business or legal purposes.
- Audio recordings are used to generate a transcript and pronunciation assessment; [INSERT: confirm and state your actual retention practice here — e.g. "audio is not permanently stored after scoring is complete" or "audio is retained for X days for quality review purposes"].
- Payment records are retained for as long as required under applicable accounting and tax laws.

When personal data is no longer needed, we will take reasonable steps to delete it or anonymise it.

9. Data Security

We implement reasonable technical and administrative safeguards to protect personal data against unauthorised access, collection, use, disclosure, or similar risks, including:

- Encrypted data transmission (HTTPS/TLS);
- Row-level security controls restricting each user's database access to their own records;
- Restricting administrative functions to verified administrator accounts;
- Never exposing payment card details, third-party API keys, or service credentials to the browser or frontend application.

No method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

10. Your Rights: Access, Correction, and Withdrawal of Consent

Subject to the PDPA, you (or, for a minor, your parent/guardian) may:

- **Request access** to the personal data we hold about you;
- **Request correction** of any inaccurate or incomplete personal data;
- **Withdraw your consent** to our continued collection, use, or disclosure of your personal data, in whole or in part.

Please note that withdrawing consent may mean we can no longer provide some or all of the Service to you (for example, withdrawing consent for audio processing would prevent you from receiving AI feedback on your speaking).

To make a request, contact our Data Protection Officer using the details in Section 13. We will respond within a reasonable time and may need to verify your identity (or your relationship to a student, if you are a parent/guardian) before actioning a request.

11. Cookies and Similar Technologies

The Service may use strictly necessary cookies or local storage to keep you signed in and to remember your session. We do not currently use third-party advertising cookies. [Confirm and update this section if you add analytics or marketing tools in future.]

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post the updated version on this page with a revised "Last updated" date, and will provide additional notice where the changes are material.

13. Contact Us / Data Protection Officer

If you have questions, feedback, or requests regarding this Privacy Policy or your personal data, please contact:

Data Protection Officer Mustard Seed Email: mustardseed900@gmail.com

You also have the right to lodge a complaint with the **Personal Data Protection Commission of Singapore (PDPC)** if you believe we have not handled your personal data in accordance with the PDPA.