



FAMILY APP POLICY FOR PARENTS

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The Family communication App (online third party) is a platform the Company uses as a method of communication for memos and messages to our parents and staff team. It is also a tool used to send photographs and observations of children's learning to parents.

Full terms of the Family app can be found here: <https://family.co/terms-conditions/>

PARENT RESPONSIBILITIES

- Parents must ensure that any password that is used for your child's account is secure and protected. If your password has been compromised, please inform the Manager urgently.
- Confidentiality must be maintained at all times. Photographs or personal information of other children, parents or employees must not be shared any way – including onto social media, screen shots or with family members.
- Parent users must be courteous when leaving comments. Any abusive or offensive comments will be removed
- Parents are responsible for removing their families data once their child has left. Once the data has been deleted, parents will no longer have access to their child's online journal.
- We have the right to remove any account at any time and you have the right to withdraw at any time.

CONSENT

- Little Sparrows gains consent from its parent/carer users to store personal information in this app such as email addresses and full names. Users have the option to add additional information to their own profile.
- Parents are asked to sign a consent form giving permission for their child's image to appear in other service user accounts - for example a group photo may be shared with all the parents.

CONFIDENTIALITY & DATA PROTECTION

- Families & Employees who use Family complete a 'Family Agreement slip' to ensure understanding of the use of the app and what is outlined in this policy.
- Only first names of employees are used.
- Staff who use family are assigned a work account which uses a work email address.
- Staff must remain aware of children who have not given consent, they should also not be identifiable in the background. This could be a safeguarding risk or a breach of privacy.

SAFETY & SECURITY

- Using a third party does come with risks such as hacker attacks or unauthorised access which may be out of our control. Whilst Little Sparrows works to protect your information, it is not liable for any breach in data, security, personal injury or fraud.
- The Family app is hosted on Amazon servers based in Germany, which is also used by banks, hospital and public institutions. All data held on our FAMILY account is owned by Little Sparrows; we are registered controllers of data with the Information Commissioner's Office and are bound by the Data Protection Act.
- Each parent who is invited to join are encouraged to have a secure password
- Parents/carers and staff are not permitted to download, screen shot or share children's photographs or personal information.
- IPods are used in the setting to take photos and to upload them to family.
- Photos are stored on the iPod. They are stored temporarily and then deleted at set times.
- Parents do not have access to employee profiles or other parent profiles.

RIGHTS

- At present, parents/carers have the right not to give permission for use of the App.
- They have the right to withdraw at any time, for clarity please state in writing.

STORAGE

- Family stores personal information of service users, children and staff such as names, email address, child photographs or any other information.

OUR COMMITMENT TO YOU

We will process your personal information in line with our GDPR policy and Data Protection Act. This means that we will:

- Take appropriate steps to protect your personal information from being used without permission, or illegally, and to safeguard your rights
- Keep you informed in how your data is being used
- Only collect and hold information about you which is needed
- Keep your personal information up to date and accurate (to help us do this, please let us know if any of your details change)
- Destroy your personal information in a secure way once we no longer need it
- Not sell your data to third parties.

Associated documents:

- Parent Family consent form
- Employee consent form in the induction
- Employee Family Agreement Slip
- Online Safety