



# FAMILY APP POLICY

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The Family communication App (online third party) is a platform which Little Sparrows has started using for its pre-school class and team members. It is 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 and vice versa.

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

## CONSENT

- Little Sparrows gains consent from its parents & staff 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 and Employees complete a 'FAMILY Agreement & Consent' form to ensure understanding of what is outlined in this policy and the use of photographs at Little Sparrows.
- 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.

## RIGHTS

- You have the right not to give permission for use of the App.
- You have the right to withdraw at any time, please state in writing.

## STORAGE

- Family stores personal information such as your full name, email address, child photographs and any other information.
- Photographs and videos are taken on the Nursery ipods and are stored on an icloud account together, temporarily and then deleted.

## SAFETY & SECURITY

- Using a third party like Family & icloud 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 staff member and parent who is invited to join are encouraged to have a secure password and are not permitted to download, screen shot or share children's photographs or personal information.
- Parents do not have access to other parent or employee profiles.

## 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
- To 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.

## YOUR COMMITMENT TO US

Parents must follow the house rules:

- 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.
- Confidentiality must be maintained at all times. Any personal information/ photos of employees, service users (parents) and children are not downloaded, screen shot or shared in any way – including to social media platforms such as Facebook or Instagram.
- Parent users must be courteous when leaving comments. Any abusive or offensive comments will be removed
- We have the right to remove any account at any time.