

A man with a beard and dark hair, wearing a brown jacket over a green scarf, is holding a young girl with light brown hair. The girl is wearing a blue and white patterned jacket. They are outdoors, with a blurred background of trees and a warm, golden light from the setting or rising sun, creating a bokeh effect.

ParentZone

Frequently Asked Questions,
Safety & Security



ParentZone
Partnership in your Pocket

ParentZone FAQs

Page 3. What is ParentZone?

Page 3. How do I get ParentZone?

Page 4. How do I get a log in?

Page 4. Can I change my password and details?

Page 5. Can I see my bill on ParentZone?

Page 5. How do I make payments?

Page 6. What is a Day In The Life report?

Page 6. How do I get a Day In The Life report?

ParentZone FAQs

Page 7. How safe is my data?

Page 7. Where is my data stored?

Page 8. Who can view data on ParentZone?

Page 9. Will my child's data end up on Google?

Page 9. Can I delete my data when my child leaves?

Page 10. Who owns the data in ParentZone?

What is ParentZone?

ParentZone is a smart phone app which brings you closer to your child's development in nursery.

You will see a timeline of your child's day at nursery, you can view photos, videos and notes on your child's daily activities as well as book extra sessions, settle bills and update contact information straight from your phone.

How do I get ParentZone?

Download the app straight onto any android or iOS device. Search for 'ParentZone' and look for this logo:

You can also access ParentZone online via

www.parentzone.me



How do I get a log in?

Access to ParentZone is by invitation only.

Provide your nursery with an up to date email address and they can arrange to send you an email to activate your account. Follow the link to create your unique ParentZone log in.

Can I change my password and details ?

Yes, you can change your password and set security questions for extra security on your account. We suggest that you change your password every three months to make it super secure!

You can edit any details you see on the profile screen, such as address and contact details. This will immediately update the nursery to any changes.

Can I see my bill on ParentZone?

Yes, you can view your invoices and make payments (if your nursery has set up a card payment option) from the Finance tab on ParentZone. You can also send yourself any invoices that may have been mislaid by selecting them from the Communications tab and sending them to your registered email address.

How do I make payments?

The Finance tab on ParentZone will show any outstanding balance. If your nursery has a card payment option, you can simply type in the amount you want to pay and select *Make a Payment*. You will then be prompted to enter your card details.

What is a Day In The Life report?

A Day In The Life Report shows you an overview of your child's day at nursery. You will see their sleep times, nappy changes and meals as well as any accidents and observations that have taken place that day.

How do I get a Day In The Life Report ?

From the ParentZone home screen, select *Day In The Life Report* which you will find underneath your child's photo, select your chosen dates and the report will be emailed to your registered address.

How safe is my data?

All data on ParentZone is protected by a 256 bit TLS certificate. Typically, your internet banking is 128 bit, so ParentZone is twice as secure. You can rest assured, your data is super safe.

Where is the data stored?

Your data is hosted on secure UK based, highly resilient servers. The secure data centres are certified to international ISO27001 standards, meaning they are tested against a strict security standard.

Who can view data on ParentZone?

Parents can decide if they would like other family members/guardians to participate too. Log ins can only be created by the nursery manager.

All of the data on ParentZone including photos and videos can only be viewed by their own family members and nursery practitioners at that setting.

The Nursery manager can set permissions for their staff so that they can only access data for their key children.

Nursery Practitioners can only log in within their standard working hours. If they wish to log in out of hours they need to get a pin number from the designated safeguarding officer in order to gain access.

Will my child's photos end up on Google?

No, absolutely not. All data is securely stored and is only accessible via secure log in, no search engine or external source can access it.

Can I delete my data when my child leaves?

We do not remove records automatically, as parents may wish to continue to log in to ParentZone to download images and notes after they have left the nursery setting.

As a requirement of Ofsted, we need to keep certain data for a number of years. If you would like any data removed, please speak to your Nursery Manager.

Who owns the data in ParentZone?

As Data Controllers, the nursery own the data.

Connect Childcare, makers of ParentZone are the Data Processors and are responsible for the storage or security of your data.

Connect Childcare are registered with the ICO, Information Commissioners Office, which means that they must comply with strict Data Protection legislation.

More information can be found here:

<https://ico.org.uk/>