

Keeping your child's information safe with ParentZone

Dear Parents,

You may have seen recent reports about a data breach at another nursery group, where sensitive information such as children's names, photos, and safeguarding notes was accessed. We understand how worrying this news may feel, so we want to reassure you that this incident did not involve our nursery. **The group affected does not use Connect Childcare, the trusted provider behind ParentZone.**

Keeping your child's information safe is extremely important to us, and we want to give you peace of mind about how ParentZone protects your family's data:

How ParentZone keeps your data secure

- **Encrypted data:** All personal information, including photos, is fully encrypted using the same technology as online banking.
- **Strict access controls:** Only authorised nursery staff can access ParentZone. Every staff member has their own secure login, and accounts are closed as soon as staff leave.
- **Regular testing:** Connect Childcare carries out weekly security scans and annual third-party penetration tests. Any issues found are resolved straight away.
- **UK data centres:** Your data is stored securely in UK-based servers, with full backups every 15 minutes.
- **Compliance:** ParentZone meets GDPR requirements, is Cyber Essentials certified, and is hosted on ISO-certified infrastructure.

How you can help keep your data safe

As with any app, it's always a good idea to follow a few simple steps to protect all of your data:

- **Use strong passwords:** Choose unique passwords for ParentZone and other apps. Avoid reusing the same password across different accounts.
- **Enable two-factor authentication (2FA):** Where available, add this extra layer of security to your accounts.
- **Keep devices up to date:** Make sure your phone, tablet, and apps are running the latest software updates, which often include important security fixes.
- **Secure your device:** Use a screen lock (PIN, password, fingerprint, or face ID) so only you can access your phone or tablet.
- **Be cautious on shared devices:** If you use ParentZone on a shared computer or tablet, always log out fully when finished.

We know how important trust is, and we want you to feel confident that your child's information is always handled with care and kept safe. If you have any questions about ParentZone, please speak to us directly—we'll be happy to help.

Warm regards,
Your childcare provider