

Famly Policy

Statement of intent

We want our nursery schools to run smoothly, using software that helps us to communicate with parents effectively and allow our staff to spend more time with the children. To achieve this, we use an online nursery app run by Famly.

Aims

- ★ To support effective delivery of the Early Years Foundation Stage.
- ★ to strengthen partnerships and communication with parents/carers, and
- ★ to manage nursery administration securely and efficiently.

We are committed to ensuring that all information stored and shared via Famly is handled in accordance with:

- ★ The Data Protection Act.
- ★ Early Years Foundation Stage Statutory Framework.
- ★ Working together to Safeguard Children.
- ★ Confidentiality.

Methods

Famly will allow us to:

- ★ Record children's observations, assessments and next steps.
- ★ Monitor children's progress and development.
- ★ Share learning journeys securely with parents/carers.
- ★ Communicate important nursery information.
- ★ Share news feeds and messages.
- ★ Manage children's attendance records.
- ★ Record accidents, incidents and medication.
- ★ Store contact, medical and care plan information.
- ★ Create and send invoices.

Professional standards for staff

- ★ Ensure all observations are factual, objective and child focused
- ★ Observations may be written in the past or present tense.
- ★ In all written observations, other children are referred to using their initials and not by name.
- ★ Staff should avoid personal opinions or informal language.
- ★ Ensure grammar and spelling meet professional standards.
- ★ Not discuss confidential matters with parents via Famly messaging.
- ★ Report technical or security concerns immediately.

Parental involvement

- ★ Parents will be invited to share photos and updates of how their child is developing at home. This will enable their Key person to monitor a child's overall development and

provide a well-balanced review of where a child is in relation to the Early Years Foundation Stage.

- ★ Parents can use the messaging system for non-urgent communication.
- ★ Parents must use messaging respectfully.
- ★ Should use the telephone contact for urgent or confidential matters.
- ★ Parents must respond to any accident, incident or medicine messages promptly.
- ★ Invoices will be sent to the bill payer's email address via the Famly app.
- ★ Where parents are separated and each parent has Legal Parental Responsibility, both parents can ask for a separate Famly learning Journal for their child,

Security

Famly is password protected and encrypted.

Famly's platform is hosted in secure data centres with additional back-ups in separate locations, all following rigorous standards and independent audits. All personal data is encrypted in transit and at rest using AES-256 encryption.

Famly is fully GDPR compliant with comprehensive data processing agreements in place.

You can find more detailed information about Famly's security practices at:

<https://www.famly.co/us/about/security-legal>

Staff

- ★ To access a child's learning journal, each member of staff must be logged into a nursery device.
- ★ Staff must use secure passwords.
- ★ Staff must log out when not in use.
- ★ Staff are not permitted to access children's learning journals offsite.

Parents

- ★ Will receive their own secure log-in for access to their account.
- ★ Must keep their Famly login details confidential.
- ★ Must not screenshot or distribute content relating to other children.
- ★ Cannot view other children's accounts.

Data storage

- ★ Data is stored securely within Famly's secure servers.
- ★ Famly are the data handlers and **Once upon a time** are the data controllers.
- ★ Information is retained in line with our Data Protection Policy.
- ★ When a child leaves **Once upon a time**, data is archived appropriately.
- ★ Staff devices used to access Famly are all password protected.

Photographs and media

- ★ Written parental consent will be obtained before photographs or videos are uploaded to Famly.
- ★ Photographs will only be used for educational and/or developmental purposes. For any other use, such as for our website, written parental permission will be requested.
- ★ Images must not be downloaded to personal devices.

- ★ Parents/Carers must not share images of other children taken from their child's Family account on social media. Failure to do so may result in the removal of their child's place at nursery.

Safeguarding considerations

Family will **not** be used to:

- ★ Record safeguarding concern.
- ★ Share confidential child protection information.
- ★ Replace formal safeguarding reporting procedures.

Safeguarding concerns are recorded in line with the nursery's Safeguarding Policy and stored securely with restricted access.

Staff will use a paper-based Learning Journal to record the progress of children who do not have parental consent to be added to the Family App.

The following policies should be read alongside this policy:

- ★ Safeguarding policy.
- ★ Data Protection policy.
- ★ Technology policy.
- ★ Social media policy.

This policy was adopted by Once upon a time nursery school

Date: 1 April 2026

Amended on:

Signed on behalf of the nursery

To be reviewed by: Annually or sooner if any matters arise