We are committed to safeguarding and promoting the welfare of children and recognise our responsibility for safeguarding children whilst providing good quality and effective management software for nurseries.
With ParentZone all of your data is super safe.
Read the frequently ask questions to find out more.

How safe is my data?
Connect Childcare have the following security procedures in place to ensure that all data on ParentZone is super safe:

✸ Encryption
iConnect and ParentZone are protected by above industry standard HTTPS connections using the same security certificate technology used by internet banking. When data is being transferred to or from ParentZone and iConnect it is protected by TLS Certificates, so your children's photos/data are always safe.

✸ Penetration testing
Connect Childcare execute weekly industry standard vulnerability scans against all of their estate and run internal penetration tests and regular training for all of their staff. External application penetration tests are run annually. Rectification of all findings from internal and external security tests are actioned immediately. Connect Childcare currently have no urgent, high or medium vulnerabilities and all other recommendations relating to new best practice are planned into their development sprints throughout the year.

✸ Threat Intelligence Tool
Connect Childcare operate an automated vulnerability assessment programme which regularly scans all of their systems. It delivers a prioritised list of any critical issues and they ensure any risks are removed immediately. Connect Childcare also uses external IT security companies to test their systems to give an impartial view of our security performance.

✸ Data Recovery Capability
Connect Childcare's disaster recovery plan covers every aspect of their IT infrastructure. If a significant event, such as a cyber-attack or a natural disaster were to take place, Connect Childcare can recover the entire technical environment, including all hosted client data within a matter of hours. Previous tests have proved that we can access all systems, network connections and client databases remotely in just 4 hours.

Where is the data stored?

Your data is stored on hosted servers in the UK, Connect Childcare use:

- Memset in the UK – Reading and Dunsfold – read more: http://www.memset.com/about-us/datacentre/

- Amazon AWS in UK for Images – London – read more: https://aws.amazon.com/

Who has access to my child's data?

- Connect Childcare's policies and procedures fully comply with the Data Protection Act 1998.

- Connect Childcare are ISO9001 certified and are registered with the Information Commissioner's Office, complying with strict Data Protection legislation.

- Connect Childcare are members of the Cyber Security Information Sharing Partnership (CiSP), a joint industry and government initiative set up to exchange cyber threat information in real time.

Contact Us

We take safety very seriously If you have any concerns about the safety of any of our features, please ensure you call us and speak to your support consultant on 01282 507 945 or you can email security@connectchildcare.com

We regularly update our ParentZone app so please make sure you enable automatic updates with your app store.

If you would like to give us feedback on the app, you can do this by accessing your profile and clicking 'send feedback' at the bottom of the page. Alternatively, you can email feedback@connectchildcare.com

Additional Safeguarding and Data Protection Information

- All parents are offered the opportunity to log in with their email address. This gives you access to view your own child's data only. Logins can only be created by the authorised staff member and you set your own password and security questions.

- Connect Childcare Staff can only access data, when authorised to do so and will only perform maintenance on the customer's database. All staff members are DBS checked and their conduct is reviewed regularly.

- The system has audit trails, activity is monitored and any unusual activity would prompt an internal investigation. An audit trail of all system activity is maintained in event logs which cannot be edited. In the event of a criminal investigation, connect childcare can provide the authorities with usage logs, showing how the software was used, by whom, with dates and times.