huish
NURSERIES

Famly Usage Policy

for Staff

This policy was adopted on	Signed on behalf of Huish Nurseries :	Date for review
September 2025	Heidi Screech Director of Nursery	September 2028

Contents

Statement

This policy outlines how staff must use the Famly platform safely, responsibly, and in compliance with data protection regulations. Famly provides a secure online platform for Huish nurseries to manage daily operations, communicate with families, and record key information about children. Huish Nurseries are responsible for ensuring staff adhere to this policy in addition to Famly's Terms of Use and Data Processing Agreement (DPA).

1. Account Security

1.1 Passwords

- All staff must use strong passwords consisting of at least 8 characters, including upper and lower case letters, numbers, and special characters.
- Famly recommends using unique passwords with 15 or more characters for additional security.
- Passwords must be kept confidential and never shared.
- Passwords should not be reused across multiple platforms or stored in unsafe places (e.g., post-it notes, unsecured documents).

1.2 Login Credentials

- Each staff member must have their own Famly account. Shared accounts are not permitted.
- Do not share login details or allow another person to access Famly using your account.
- Avoid saving passwords in browsers on shared devices.
- Any suspected unauthorised access or account compromise must be reported immediately to the manager, IT help desk and to Famly Support.

1.3 Two-Factor Authentication (2FA) and Single Sign-On (SSO)

- Staff must use 2FA to add an extra layer of protection.
- Nurseries using company email addresses may enable Single Sign-On (SSO) for enhanced security.

2. Data Protection and Confidentiality

- Staff must only access information relevant to their role and responsibilities.
- All personal data, photographs, and records must be treated as confidential and handled in line with GDPR and UK GDPR requirements.

- Information or photographs of children and families must not be downloaded, shared, or used for personal purposes.
- Any data breaches or concerns regarding data protection must be reported immediately to the Nursery and Schools Data Protection Lead.

3. Device Usage

- Huish nurseries restrict Famly access to on-site devices only.

4. Acceptable Use

- All content uploaded or entered into Famly must be professional, appropriate, and accurate.
- The platform must not be used for:
    - Personal, illegal, or unauthorized activities.
    - Advertising, promoting, or selling unrelated goods or services.
    - Harassment, bullying, or sharing false or inappropriate information.
- Communications with parents/carers via Famly must be respectful, relevant, and within agreed operational boundaries.

5. Communication Guidelines

- Communication with parents/carers through Famly should occur only during nursery operational hours, unless specific permission is granted by a manager.
- Sensitive discussions or concerns should be escalated through appropriate internal channels, not through Famly messaging.

6. Monitoring and Enforcement

- Admin users within the nursery are responsible for monitoring staff contributions, access, and usage of the platform.
- Any misuse, policy violations, or breaches of confidentiality may result in disciplinary action in accordance with the nursery's internal procedures.
- Regular audits and permission reviews will ensure that staff have access only to the data necessary for their role.

7. How Famly Keeps Data Safe

Famly employs robust, industry-standard security measures:

- Data encryption in transit and at rest using AES-256.
- Hosting in secure, audited data centres with geographically separate backups.
- Compliance with GDPR, UK GDPR, and applicable data protection laws.
- Use of vetted sub-processors that meet equivalent security standards.
- Automatic email notifications for security-related actions (password resets, new device logins, email changes, etc.).

8. Keeping Huish Nurseries Famly Account Secure — Best Practices

Staff will....

- Use unique, strong passwords and change them if you suspect compromise.
- Never share login credentials or allow anyone else to access your account.
- Only log in on trusted devices and avoid public computers or networks.
- Always log out and lock screens when devices are unattended.
- Be alert to phishing attempts — Famly will never ask you to confirm your password by email.
- Keep apps and operating systems updated to protect against vulnerabilities.
- Report any suspicious activity to the nursery manager, IT help desk and Famly Support immediately.

9. What To Do If Your Account Is Compromised

If you believe your account has been accessed without permission:

1. Change your password immediately.
2. Notify your nursery manager and IT help desk.
3. Contact Famly Support for assistance securing your account.

10. A Shared Responsibility

Security and privacy on Famly rely on both the nursery and individual staff members.
By following this policy, you help ensure the safety and confidentiality of children, families, and colleagues — maintaining the integrity and trust essential in our childcare setting.

Acknowledgement

All staff must read, understand, and agree to comply with this Famly Usage Policy before being granted access to the platform. Non-compliance may lead to restricted access or disciplinary action.