

Storypark and child safety

FAQs for families

How secure is Storypark?

We take a number of steps to keep children's data safe. Data is encrypted in transit, and at rest. We operate around-the-clock monitoring tools, perform daily security scans and our security controls are audited every year by a certified third party.

What happens to my child's photos and videos after they've left a service?

Your child's photos and videos stay safe in Storypark for as long as you wish. That's a design choice we made long ago. Because your child's media belongs to you, not us. You're in control of your child's profile even after your child stops attending a centre.

Who can see my child's photos and videos?

Children's media can be seen by educators and the family members you invite. We even restrict access for Storypark staff, so sensitive child data stays private.

Can I download my child's photos and videos?

Yes. If you're a family admin, you can export your child's photos and information at any time and keep your own record outside of Storypark.

Do my child's photos and videos leave Australia?

No. They're stored in data centres in Sydney and never sent overseas.

Does Storypark share my child's images and videos with AI?

No.

Is Storypark data used to train AI models?

No, it's not.

Can I delete my child's profile?

Yes. You can delete your child's profile at any time from the Storypark for Families app.

Note: You must be a family admin to delete your child's profile. Some data may be retained by services after deletion e.g. for regulatory or compliance reasons.

For more information visit our help centre at <https://help.storypark.com>.

I have a question not answered here.

You can email us with questions or comments any time at hello@storypark.com.

