

Storypark and child safety

FAQs for services

How is children's data kept safe?

Storypark data is encrypted in transit, and at rest. In plain English, that means when data is stored and when it's actively being used, it's kept in a scrambled, coded form rather than plain text.

We also operate around-the-clock monitoring tools and perform daily security scans. Our security controls are audited every year by a certified third party.

Do Storypark staff have access to children's data?

Support staff can see members connected to a service for troubleshooting purposes but they can't access service or family content e.g. stories, plans, or images.

A restricted number of engineering staff are permitted to access images solely where required to comply with law enforcement requests. Any such access is logged and reviewed as a safeguard against unauthorised access or browsing.

What background checks does Storypark do on its people?

Storypark staff are subject to police checks before commencing employment.

Who can delete a child's profile?

Only family admins. If a family deletes a child's profile, admins at your service receive an email to let them know. They then have 60 days to download the child's portfolio before it's permanently removed from Storypark.

Note: Some information continues to be retained beyond the 60-day window e.g. plans and routine records, for compliance and regulatory reasons.

Where is Storypark data hosted?

Children's data, including personal identifiable information is hosted in Sydney, Australia. That means children's data stays governed by familiar privacy laws, regulated by the Office of the Australian Information Commissioner.

Do children's photos and videos leave Australia?

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

Are images and videos of children shared with AI?

No.

Is Storypark data used to train AI models?

No, it's not.

Is facial recognition used to identify children in Storypark?

No. Storypark does not scan or match children's faces. Tagging is a manual process done by educators.

Does Storypark sell children's data or use it for advertising?

Storypark does not sell information about children or families. Children's data is never used in advertising.

Can children's data from Storypark be found online?

No. Storypark does not store children's data on publicly available pages and so there's no data for search engines or LLMs to find or index.

We're happy to help

If you have more questions please refer to our Privacy Policy, or email us at any time at hello@storypark.com

