



Data Processing as Processor

Version 1.1

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Family ApS (“Family”, “we”, “us”, “our”) acts as a processor, and we process personal data on behalf of our customers. Our customers are the controllers of the personal data they upload or otherwise insert or arrange to be inserted into the Family early childhood software (the “Family Platform”). Our [Data Processing Agreement](#) forms part of our terms and conditions applicable to our customers.

The purpose of this page is to give parents, guardians, and family members who use the Family platform services, because their early childhood uses it in their operations, insight into the processing activities performed by Family. Please note that our customers are the controllers, unless specifically mentioned in the Family Privacy Policy. As such, they are responsible for answering any related data subject requests.

Whose personal data is processed?

We process personal data of the following data subjects:

- Our customers’ employees using the Family Platform
- Our customers’ end-customers, i.e., parents, guardians, and other family members invited to have a profile on the Family Platform
- The children in our customer’s care

What personal data is processed?

We process the personal data that our customers upload or otherwise insert into the Family Platform. It varies how our customers use the Family Platform, so the type of personal data collected will always depend on each individual customer. However, generally, the processing includes the following:

- Child’s basic data (such as name, date of birth, birthplace, social security number, gender, languages, dietary considerations, etc.)
- Child’s sensitive data (such as religion, ethnicity, allergies, vaccines, medicines, injuries/accident reports)
- Child’s attendance data (such as sick days, holidays, sign-in/out data, etc.)
- Child’s activity data (such as details of learning or development activity, etc.)
- Photos and files which may be of or about children, employees, parents, or guardians.
- Contact details (such as name, address, email address, phone number) of parents, guardians or other family members
- Financial information (such as bank account details, invoices, etc.) of parents, guardians or other family members



- Employee details (such as name, address, email address, phone number, date of birth, qualifications and certificates, next of kin information, etc.)
- Employee attendance data (sick days and holidays)
- Any personal data included in notes or shared in private or team messages via the Family Platform.
- Any personal data shared with the Family Customer Support or Customer Success teams
- Any type of documents uploaded to the Platform, which may include personal data of a child, employee, or parent/guardian
- Any usage and engagement data from parents or guardians related to i) child onboarding process on the Platform (e.g., timestamps of logins during the onboarding period); ii) number of messages sent during the child onboarding period; and iii) general task tracking within the Platform (e.g., status of onboarding tasks and any other tasks).

Who do we share it with?

We share it with certain sub-processors in order to be able to provide our services and the Family Platform. This includes data centre services, backup services, tools to provide our customer support services, and other providers needed for certain specific features provided in the Family Platform. A list of all the sub-processors can be found in the [Family Data Processing Agreement](#).

Is the personal data safely stored?

We strive to keep the personal data safe. We have in place technical and organisational security measures to ensure compliance with the GDPR, UK GDPR, and the Swiss Federal Act on Data Protection. Those measures are set in place to prevent improper destruction, alteration, disclosure, access, and other improper forms of processing of the personal data. Every year, we get audited by external auditors to verify our information security, privacy, and data protection measures. You can find [more information about the technical and organizational security measures here](#).

More information

For further information about the processing activities, please take a look at the [Family Data Processing Agreement](#). Please note that this is our standard agreement with our customers.