

Privacy Settings Guide

Last Modified on 2022-10-26

Applies to: Insights Members, Premium Members

We are committed to supporting raise children in today's digital world. Parents can disable usage monitoring, location tracking, behavioral alerts, and app alerts.

What are my privacy options?

Your privacy options include:

- **User tracking:** Choose to track or not track access to online content for your account users
[Turn User Tracking On or Off](#)
[Temporarily Turn Off Filtering](#)
- **Parent Access:** Choose to grant 'parent' access for other users to manage Family Zone filtering
[Add a Parent](#)
[Add a Shared Parent](#)
- **School Community:** Choose to participate in the School Community to share filtering and management with your child's school
[Opt-in or opt-out of the School Community in Australia and New Zealand](#)
- **Location Tracking:** Turn location tracking on or off for mobile devices and laptops
[Turn On or Off Location Tracking](#)

You can email privacy@familyzone.com at any time should you have any questions or concerns.

Can I see the content of my child's messages?

No. Family Zone products are unable to look into the content of messages, emails, and secure web traffic. The Connect Apps *cannot* see activity inside apps like Snapchat or Facebook.

Can I see text messages and phone calls?

No. Family Zone Products cannot access the content of text messages or see call information.

Is parent internet usage tracked?

No. By default, the internet traffic for any user 18 and over is not tracked. Family Zone does not monitor where adults have gone on the internet.

Please note, Connect Apps installed on Apple iOS and Android devices running with the Child's login are monitored even if the child's device is being used by a parent.

[Family and Parent Access Guide](#)

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Where can I find more information?

Our privacy policy is available on our website or you can email privacy@familyzone.com

Legal

Including our Terms of Service and Privacy Policy.

- [United States Legal Information](#)
- [Australia and New Zealand Legal Information](#)

Can I delete my account?

Yes. Contact our support team to delete your account.

- [US Support Team](#)
 - [Australia and New Zealand Support Team](#)
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