

Web Subscriptions (Australia and New Zealand)

Last Modified on 2023-03-09

Applies to: Premium Members in Australia and New Zealand

Please note: Not applicable to US customers

Customers who purchased subscriptions through the Apple App Store or Google Play, see:

- [Find a Subscription Details in the App Store](#)
- [Find Subscription Details in Google Play](#)

Web Payments

If you purchased your Premium subscription in Australia or New Zealand through our website, here's how to manage your account.

Cancel a Premium Web Subscription

Use these steps to cancel your Premium subscription if you purchased your Family Zone Box or Box Bundle from our website. When you cancel web billing, you will not be able to resubscribe.

On a Parent's iOS or Android device:

In Safari, Chrome or a web browser, go to

<https://portal.familyzone.com>

1. Sign in with your **Parent email** and **password**
2. At the top-right of the window, tap *your name*
3. Tap **My services**

Wait a moment for your subscription data to be loaded

4. Go down and tap **Cancel Premium**
5. At the confirmation window, tap **CONFIRM**

Your account is changed to a FREE Insights subscription

Your Insights Data

You can request we remove your contact data from your free Insights Subscription in an online chat or by requesting a call back.

<https://www.familyzone.com/anz/families/contact-us>

The personally identifiable information we are legally required to keep, such as tax and financial transaction data, varies by country. Please see our Privacy Policy:

- [United States Legal Information](#)

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

If you have questions about our Privacy Statement, the information that we collect from you or your End-users, or the Products, please contact us at privacy@familyzone.com or mail us at Privacy Officer, Family Zone, Level 3/45 St Georges Terrace, Perth WA 6000 AUSTRALIA.