



January 2021

Dear Parent/Carer,

Supporting Your Child to Learn Online

We are aware that this is a very turbulent time for students, and that learning online provides its challenges. We want to support all students to be able to access high quality teaching online throughout the period of national lockdown.

We are able to apply on your behalf for additional mobile phone network data for your child to use for educational purposes, as part of the Department for Education's pilot offer to increase mobile data allowances for children and young people. This data can also be used when tethering a mobile phone to another device for internet access.

This scheme is open to children and young people who:

- don't have access to a fixed broadband connection
- cannot afford the additional data needed to access educational resources or social care services
- have access to a mobile device that uses a participating network
- are facing disruption to their face-to-face education, or have been advised not to attend school

If you are eligible, the data your child will get depends on their mobile network. Some networks can't offer data to Pay-as-you-go (PAYG) customers. The networks that are part of this offer include:

- EE
- Sky Mobile
- Smarty
- Tesco Mobile
- Three
- Virgin Mobile

The details of the offer differ depending on the network you are on; these are detailed in Appendix 3.

If you would like to take advantage of this offer, please complete the [online request form](#). You can request a paper copy of the form from Reception.

Please ensure that you have read and understood the privacy statement in Appendix 1. Please contact the Academy if you would like to discuss this further.

Yours sincerely

Ms R Cook
Acting Principal

Appendix 1: Privacy Statement

1. For the purposes of data protection, you need to know that the Department for Education (DfE) is running the Mobile Network Offer through schools and their trusts or local authorities.
2. If the offer is taken up by an adult account holder, the Academy will share the account holder's name and mobile phone details with the DfE, who will share these with the relevant mobile network operator.
3. The mobile network operator will use that information to increase the data available for the account holder's mobile device, as long as they qualify for the offer.
4. The adult account holder's personal data is only shared with their mobile network operator for the purposes of the offer. No names of children or other adults, other than adult account holder, are shared with the DfE or the mobile network operator.
5. No personal information will be shared with the DfE if you do not want to take up the offer.
6. If you want to know more about how your personal information will be used before you take up the offer, see Appendix 2.
7. If you decide to take up the offer, you'll get a text message from the Department for Education with more information about your data protection rights.

Appendix 2: How we look after personal information for the Increasing Children's Mobile Data scheme

Who this information is for

This information is for:

- account holders for mobile devices
- children, young people and care leavers
- parents and carers

About the Mobile Network Offer

The Mobile Network Offer is run by the Department for Education (DfE). Under the offer, some mobile network operators have agreed to increase data allowances for mobile devices with existing contracts. This is to help children, young people and care leavers in their education and social care.

How schools and local authorities will use personal information

Schools or social care teams will use the contact details they normally do when providing education or social care support. They'll use these details to approach you to find out whether the offer is right for you.

Who personal information will be shared with and how it will be used

If you decide to take up the offer, the school, trust, social care team or local authority will collect and share the following information about the account holder with the DfE:

- their name
- their telephone number
- their mobile network operator details (including whether you are on PAYG or a monthly contract)

The school, trust, social care team or local authority will not share the name of anyone except the account holder with the DfE.

The DfE will use the above information in order to arrange and administer the Mobile Network Offer described above.

The DfE will share the above information with the account holder's mobile network operator so the operator can check you are on a valid plan or tariff, arrange and administer the increase in data.

Why we can use personal information

To use personal information, we need to have a lawful ground as set out in data protection legislation. For providing this service, the DfE uses and shares personal information as part of its legitimate interest (which is one such ground). The DfE has a legitimate interest in supporting learners and care leavers during exceptional times.

How long we hold personal information

Any personal information will only be held by the DfE for as long as necessary, and no later than 31 August 2021.

Your rights

You have certain rights under data protection law, including the right to find out what data we hold about you. If you want to do this, you can make a 'subject access request' using our contact form.

You can find more information about how we handle personal data in our [personal information charter](#).

You can also find out more about [data protection rights](#) from the [Information Commissioner's Office](#).

Appendix 3: Details of specific offers for participating networks:

EE (Be aware that until the end of January, it may take EE some time to process requests)

- The recipient will get 20GB of additional data per month until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- EE will process no more than 60,000 requests across all schools. If they reach this limit, they will not accept further requests.

Sky Mobile (Sky Mobile will aim to process the request within 14 days)

- The recipient will get 100GB of additional data.
- The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.
- Sky Mobile customers will be able to see the data uplift in their piggybank.
- Sky Mobile will process no more than 1800 requests across all schools. If they reach this limit, they will not accept further requests.

Smarty (Smarty will aim to process the request within 14 days)

- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.

Tesco Mobile (Tesco Mobile will aim to process the request within 14 days)

- The recipient will get 20GB of additional data per month until 31 July 2021.
- The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Tesco Mobile will process no more than 1,000 requests across all schools. If they reach this limit, they will not accept further requests.

Three (Three will aim to process the request within 14 days)

- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.

Virgin Mobile (Virgin Mobile will aim to process the request within 14 days)

- The recipient will get 20GB of additional data per month until 31 July 2021.
- The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Virgin Mobile will process no more than 1750 requests across all schools. If they reach this limit, they will not accept further requests.
- Wi-Fi hotspots are open to all existing customers, including those on Pay-as-you-go. Customers on Pay-as-you-go will need to have a minimum of £5 credit. Instructions to download the app and find their nearest hotspot can be found by going to www.virginmedia.com/wifiapp.