

Dear Parent/Carer,

I write to you about the Government scheme,

'Increasing data allowances on mobile devices to support disadvantaged children'

The scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that children and young people can access remote education, if their face-to-face education is disrupted.

Who can get help:

Hilbre High School can request mobile data increases for children and young people who meet all 3 of these criteria:

- **do not have fixed broadband at home**
- **cannot afford additional data for their devices**
- **are experiencing disruption to their face-to-face education**

Children with access to a mobile phone on one of the following networks might be able to benefit:

- Three
- SMARTY
- Virgin Mobile
- EE
- Tesco Mobile
- Sky Mobile
- O2

Other providers may join the scheme at a later stage.

When help is available:

School trusts can request mobile data increases when schools report a closure or have pupils self-isolating.

They can also make requests for children who cannot attend school face-to-face because:

- They're clinically extremely vulnerable
- Restrictions prevent them from going to school

How to request a mobile data increase:

If you believe you meet the criteria, please email or telephone the school Finance Office to submit your details: financeoffice@hilbre.wirral.sch.uk 0151 625 5996 option 2

For each request, we need to know:

- The name of the account holder
- The number of the mobile device
- The mobile network of that device (for example Three)
- Whether the service you receive is Pay As You Go or monthly contract

Once your details have been received, we will submit the information you provide. Each network provider will vary in how quickly they process requests.

Once a network provider has processed a data increase, they'll send a text message to the account holder.

Please be aware that in order to take-up the offer, you will need to acknowledge that you are aware of the Department for Education Privacy Policy related to the offer, as outlined below:

From the DfE website: Explaining our privacy policy

Those affected by the offer need to understand how we'll use their personal information.

Please share the following privacy statement with:

- the adult account holder for the mobile device
- the parent or carer of the person benefiting from the offer, if they're under 13
- the person benefiting from the offer, if they're 13 or over

Privacy Statement:

1. For the purposes of data protection, I need to let you 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 school or social care team 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, we can send that to you first.

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.

If the account holder wants to receive some written information first, you can send them a link to our privacy information.

If they want to take up the offer, you will need to confirm you've shared the privacy policy.

Network Provider Information You Need To Know Before Applying

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

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 aim to process the request within 14 days.

Sky Mobile will process no more than 1800 requests across all schools. If they reach this limit, they will not accept further requests.

Smarty

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.

Smarty will aim to process the request within 14 days.

Tesco Mobile

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 aim to process the request within 14 days.

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

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.

Three will aim to process the request within 14 days.

Virgin Mobile

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 aim to process the request within 14 days.

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.

O2

Be aware that until the end of January, it may take O2 some time to process requests.

The recipient will get 40GB 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.

Please, if you believe this information may apply to you, do contact the school and we will submit your details to apply on your behalf, as soon as possible.

Yours faithfully,

Paul Lloyd

Deputy Headteacher