



28th January 2021

Dear Parents and Carers

DATA ALLOWANCE FOR MOBILE PHONE USERS

The Department for Education have recently introduced a scheme which 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.

This scheme is open to children and young people who:

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

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

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

Please find, attached to this email, a list of the offers from each individual provider.

What information we need to collect from you

To request extra mobile data, we will need to collect some information from you, which is detailed on the next page.

What data you will receive depends on your mobile network as **some networks cannot offer data to Pay-as-you-go (PAYG) customers.**

We need these details to arrange the increase in data with the relevant mobile network.

Account holders with monthly contracts need to be over the age of 18.



Please note that some network providers may take time to process the information that they receive. Once a network provider has processed a data increase, they will send a text message to the account holder.

If you believe that you qualify and would like us to apply for the free mobile data on your behalf, please let us know by emailing, via the school email address enquiries@delapre.northants.sch.uk and providing us with the following information:

- Your child's name (this is so we can match the child to the request. ***Your child's name will not be passed on to the DFE***)
- the account holder's name
- the account holder's mobile number (a number beginning with '07')
- the account holder's mobile network
- whether they pay monthly or pay as they go

Please bear in mind that account holders with monthly contracts need to be over the age of 18.

Once we have submitted this information, the mobile phone provider will contact you and provide you with further details.

If you have any questions, or you would like some more information about this scheme, please contact the school or follow this link:

<https://get-help-with-tech.education.gov.uk/guide-to-collecting-mobile-information>

Yours faithfully



T Fisher
Deputy Headteacher

Please read all of the information below

DFE's Privacy Policy

Those affected by the offer need to understand how the DfE will use their personal information.

The following privacy statement should be shared 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 you would like to know more about how the DfE will use your information please follow this link.

<https://get-help-with-tech.education.gov.uk/increasing-mobile-data/privacy-notice>

Please see below the information from all Mobile Phone Network offer involved in the scheme set up by the Department for Education.

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.