

GHYLLGROVE PRIMARY SCHOOL

& Resource Base for Hearing Impaired Children



The Gore, Basildon, Essex SS14 2BG

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www.ghyllgroveprimaryschool.co.uk

Headteacher: Mrs J. Gibbon

Deputy Headteacher KS1: Mrs R. Tidiman

Deputy Headteacher KS2: Mrs L. Morley

7th January 2021

Dear Parents/Carers,

As you may or may not be aware, some mobile phone providers have agreed to increase the data allowances on a mobile phone monthly or PAYG (pay as you go) contract with no additional charge to the account holder.

We would like to support as many families as possible with this application at this crucial time to ensure all children can access the remote learning we are providing.

This scheme is open to people who:

- don't have access to a [fixed broadband connection](#)
- cannot afford the additional data needed to access educational resources
- 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

The information we need to collect is:

- the account holder's name
- their mobile number (a number beginning with '07')
- their mobile network
- whether they pay monthly or pay as they go
- Agreement with a privacy statement.

As a school, we have created a data collection form. This will make the application as simple as possible for our families. The form is available here: <https://forms.gle/eYrRqzjcy1UuQGwb8>

Please fill in this form carefully as we cannot re-submit your information once it has been sent to the Department for Education.

The deadline for filling out this information is: 11.59pm Friday 15th January 2021

There is also some information below regarding information from specific mobile networks.

Thank you for your continued support,

Mr Baker

We take data security very seriously and will only use the information provided for the purpose of the provision of Ghyllgrove Community Primary School. Data will be stored securely. To view our full data protection policy please see our school website.



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.

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 wish to receive some written information first, you can view this link to DfE [privacy information](#).