



STEPHENSON WAY ACADEMY AND NURSERY SCHOOL

-Headteacher: Mrs T Page

-Stephenson Way, Newton Aycliffe, County Durham, DL5 7DD

-Tel: 01325 300324 -Email: office@swans.education www.stephensonway.co.uk

Increasing data allowances on mobile devices to support disadvantaged children

Monday 11th January 2021

Dear Parent/ Carer,

Following the recent full lockdown and closure of schools for most children, we have received further guidance from the Department for Education for families who may be entitled to receive increased data allowances on mobile devices to help support children in online remote learning. Please read the guidance below, and contact Mrs Hunter at the school office by Friday 15th January on 01325 300324 or office@swans.education in order that we may apply for increased data allowances on your behalf.

This 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?

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

- **What information you need to provide us at school**
- To request extra mobile data, you will need to provide us with the following information:
- 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



Children with access to a mobile phone (this may that of a parent/ carer) 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

Schools, trusts and local authorities 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

For each request, the school will need to know:

- the name of the account holder
- the number of the mobile device
- the mobile network of that device (for example Three)

Each 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.

How to check which mobile network you are on

Most smartphones display the name of the network on the top right or left of the screen.

How to check if you are on a Pay-as-you-go deal or a contract

If you top up your credit at a shop, you are likely to be a Pay-as-you-go customer. If you have a monthly direct debit, you probably have a contract.

The offer

What data you will get depends on your mobile network. Some networks can't offer data to Pay-as-you-go (PAYG) customers.

You will be told:

- if there is an offer you can use (or if there is no offer available)
- the details of that offer
- that you'll receive a text message when your free data has been activated
- when your free data will end
- that this data can be used when tethering a mobile phone to another device for internet access



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Privacy policy

You need to understand how the Department for Education (DfE) will use your personal information.

We must 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](#).

You will then be contacted by your mobile phone provider if you are eligible to receive additional Data.

Any questions, please contact us

Mrs T Page
Head teacher

