

Department for Education Scheme for Application for EXTRA MOBILE DATA

Sacred Heart Catholic Primary School can apply for extra mobile data for you if your child is using a mobile phone to access their remote learning, during the National Lockdown. There are specific criteria for eligibility and only certain mobile phone networks are currently taking part. The eligibility criteria and further details can be found below.

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 will parents and carers need to supply to school?

To request extra mobile data, we will need to collect 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

Network Providers that are taking part in the scheme.

EE

Sky Mobile

Tesco

Smarty

Three

Virgin Mobile

O2

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

Further details about each network are provided below:

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.

How your personal information will be used:

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 following people:

- 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 wish to read more information about privacy notices, please follow the following link.

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

How should I supply my information to school?

If you think that you are eligible, please email slt@sacredheart.wigan.sch.uk We need 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

If you are unable to send an email, please contact the school office and ask to speak with Mrs Roach or Mrs Golden

Your mobile provider will tell you:

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