



Ref: PCD/KC

13 January 2021

Dear Parent/carer

The government has introduced a scheme to increase the mobile data allowance to help young people access online learning. This scheme is open to young 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 (see below)
- are facing disruption to the face-to-face education, or have been advised not to attend school

If you qualify under the above criteria we will require you to send us the following information:

- the mobile number the data is needed for (number beginning '07')
- the account holder's name
- the mobile network
- whether the account is 'pay monthly' or 'pay as you go'

If you are unsure of the network or payment method the following may help. Your mobile network will, most likely, be displayed in the top right or top left of the screen. Ask the account holder if they top up their credit at a shop, if they do they're likely to be a 'Pay as you go' customer. If they have a monthly direct debit, they probably have a contract.

Please email the information required to enquiries@louthacademy.co.uk using 'Mobile Data' as the message title, or call on 01507 606349.

Louth Academy is collecting this information on behalf of the Department for Education and as such we have included their privacy notice below stating how they will use the personal information collected.

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 or children or other adults, other than adult account holder, are shared with the DfE or the mobile network operator.

C:\Users\Leggotr\AppData\Local\Microsoft\Windows\NetCache\Content.Outlook\L8OJAGMQ\Whole School Letter - Data 13.01.2021.docx



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 you that 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.

Network Offers

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.

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.

Sky Mobile

- The recipient will get 100GB of additional data.
- The offer is available to Pay Monthly customers identified as needing this support.
- 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.

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.

C:\Users\Leggollr\AppData\Local\Microsoft\Windows\NetCache\Content.Outlook\LBOJAGMQ\Whole School Letter - Data 13.01.2021.docx



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.
- 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.

Vodafone

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

- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay monthly and Pay as you go customers. Pay as you go customers must have a Big Value Bundle worth £10 or above to be eligible.
- A text message will be sent to the nominated device once the additional data has been added to the account.

If you require any more information or help please contact Louth Academy.

Yours faithfully

Mr P C Dickinson
Principal