



Curwen Primary School

Together Everyone Achieves More

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7th January 2021

Dear Parents/Carers,

The Department for Education (DfE) have launched a scheme to help support disadvantaged children by temporarily increasing data allowances for mobile phone users on certain networks. This means they are able to access online learning tools without using up all of the data on a contract.

The school must request this on your behalf and is for children that **do not have fixed broadband** at home.

The following mobile phone companies taking part are:

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

Other providers may join the scheme at a later stage.

Please see the end of the letter for each Network offer, and read the Privacy Statement on the next page.

In order to make the request on your behalf, you will need to provide us with the following either through Studybugs or by emailing info@curwen.tlft.academy with the subject 'Data request'. **The deadline for submitting this information is Friday 15th January at 9:00am.** We will be unable to send any further information after this deadline. **You must tell us:**

1. the name of the account holder
2. the number of the mobile device
3. the mobile network of that device (for example Three)
4. if you pay via a contract or pay as you go.

Each provider will vary in how quickly they process requests. Once a network provider has processed a data increase, they will send a text message to the account holder. It's also possible to check the status of requests through the online service.

Unfortunately once we have submitted your details, the school will be unable to tell you whether or not you will receive the additional data.

Yours sincerely
 Mrs Kate Mansfield
 Head of School





Please see the Privacy statement below, as we will be sharing your details:

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.





The Providers' Offers are:

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| EE | <p>Be aware that until the end of January, it may take EE some time to process requests.</p> <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • The recipient will get 20GB of additional data per month until 31 July 2021. • The offer is only available to Pay Monthly customers identified |





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| | <p>as needing this support. It's not available to Pay-as-you-go customers.</p> <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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. |

