

Dear Parents/Carers,

We have been advised that the DFE are working with mobile phone companies to temporarily increase data allowances on certain networks. This is so children can continue their remote education without incurring extra data charges.

If they do not have their own phone, data can be increased on a family member's phone, as long as they're in the same household.

This scheme is open to children and young people who:

- **do not 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.**

The networks offering the increased data, and the actual offer, is as follows:

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.

Smart

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.

In order to register you for this scheme we need to provide the following information to the DFE:

- account holder name
- mobile phone number
- network
- pay as you go or contract
- confirmation that the account holder has read the privacy statement issued by the DFE re how they will use personal information (attached)

A form is attached for you to complete and return to office@dbja.co.uk alternatively, you can just email this information instead, but all required information **MUST** be included for us to proceed. All details **must be completed accurately**, or the increased data will not be offered by the networks. As this offer is limited, we would like to submit our request by 3pm on Thursday 14th January so would need your response by **Thursday Lunchtime**.

What data someone will get depends on their mobile network. Some networks cannot offer data to Pay-as-you-go (PAYG) customers.

You will receive a text message when your free data has been activated and it will end on 31 July for all networks except Sky mobile. This data can be used when tethering a mobile phone to another device for internet access.

Please return to office@dbja.co.uk by 12pm on Thursday 14th January 2021, with **'Increase Mobile Data Request'** in the subject bar.

Account Name	
Mobile Phone Number	
Network	
Pay as You Go (PAYG)	Yes/No
Contract	Yes/No
Confirmation that privacy statement has been read.	Yes/No

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.

How we look after personal information for the Increasing Children's Mobile Data Scheme

Who this information is for

This information is for:

- account holders for mobile devices
- children, young people and care leavers
- parents and carers

About the Mobile Network Offer

The Mobile Network Offer is run by the Department for Education (DfE). Under the offer, some mobile network operators have agreed to increase data allowances for mobile devices with existing contracts.

This is to help children, young people and care leavers in their education and social care.

How schools and local authorities will use personal information

Schools or social care teams will use the contact details they normally do when providing education or social care support. They'll use these details to approach you to find out whether the offer is right for you.

Who personal information will be shared with and how it will be used

If you decide to take up the offer, the school, trust, social care team or local authority will collect and share the following information about the account holder with the DfE:

- their name
- their telephone numbers
- their mobile network operator details (including whether you are on Pay-as-you-go or a monthly contract)

The school, trust, social care team or local authority will not share the name of anyone except the account holder with the DfE.

The DfE will use the above information in order to arrange and administer the Mobile Network Offer described above.

The DfE will share the above information with the account holder's mobile network operator so the operator can check you are on a valid plan or tariff, arrange and administer the increase in data.

Why we can use personal information

To use personal information, we need to have a lawful ground as set out in data protection legislation. For providing this service, the DfE uses and shares personal information as part of its legitimate interest (which is one such ground). The DfE has a legitimate interest in supporting learners and care leavers during exceptional times.

How long we hold personal information

Any personal information will only be held by the DfE for as long as necessary, and no later than 31 August 2021.

Your rights

You have certain rights under data protection law, including the right to find out what data we hold about you. If you want to do this, you can make a 'subject access request' using our [contact form](#).

You can find more information about how we handle personal data in our [personal information charter](#).

You can also find out more about [data protection rights](#) from the [Information Commissioner's Office](#).