



ParentPay - our new online payment service and communication tool



We are pleased to announce that we will soon be moving to Parent Pay as our main way of communicating with families, we will also be able to accept payments online for items such as dinner money and school trips. Using a secure website called ParentPay you will be able to pay online using your credit / debit card or continue to make cash payments at PayPoint stores. ParentPay will be our preferred method of making payments to school.

If you have recently changed your email address please inform school, as information about ParentPay will be sent to the email address we currently have on your child's record.

What are the benefits to parents & pupils?

- ParentPay is easy-to-use and will offer you the freedom to make online payments whenever and wherever you like, 24/7
- The technology used is of the highest internet security available ensuring that your money will reach school safely – offering you peace of mind
- Payments can be made by credit/debit card or also through PayPoint
- Full payment histories, balance alerts and statements are available to you securely online at anytime

What are the benefits to our school?

- You can help us reduce workloads for all staff as no more counting cash, chasing debt and stop cash collection services
- Creates more time to lend to educational support and the smooth running of the school
- Improves school security
- Using ParentPay also ensures that all financial transactions are safe and secure - helping us to remove costs associated with us having to manage cash securely on the school premises
- The more parents that use ParentPay, the greater the benefit is to our school.

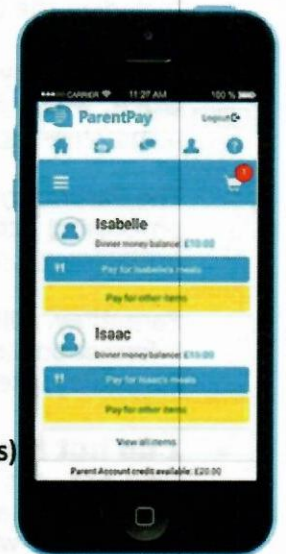
How to get started with ParentPay?

We will email you your account activation within the next 7 days.

Helpful Parents Guide video can be found here <https://vimeo.com/336556633>

Once you receive your activation email:

- Visit www.parentpay.com
- Enter your Activation username and password in the Account Login section of the homepage **NB. These are for one-time use only, please choose your own username and password for future access during the activation process**
- Provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
- Once activation is complete you can go straight to Items for payment, select which item(s) you want to add to your basket and proceed to complete your payment
- If you already have an account for other children, you are able to add children, see <https://www.parentpay.com/add-child-0/>
- Please contact Ms Baker with any questions following activation of your account.



ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation email from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by your school. Please note only the child's Priority 1 contact, should a second account be required please contact the school office.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

Highfield Community Primary School is a data controller of the personal information you provided when enrolling your child at the school. When you enrolled, we asked for the following information: - parent/carer contact details (name, address, phone, email); - the child's name, date of birth, gender and address; we also hold details of registration class, year group and free meal entitlement.

Why do we need this information?

The school holds the information described above on a secure database (SIMS). The above information will be shared with ParentPay to allow parents to receive communications from the school and to make online payments. The ParentPay system also provides income management for schools, dinner money administration and an integrated parent communication system.

ParentPay Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection.

<https://www.parentpay.com/schools/school-terms-and-conditions/>

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay.

<https://www.parentpay.com/privacy-policy/>

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

**For more information please visit www.parentpay.com
or contact Ms Baker in the school office**