



Lakeside Community Primary School  
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Headteacher: Mr N Probert  
Deputy Headteacher: Miss V Smith

Friday, 08 January 2021

Dear Parents/Carers,

### **Mobile data and broadband support**

The Government is currently looking at ways of supporting children with home learning. For those families who may be having issues with broadband access or mobile data caps we may be able to offer additional support through the Government schemes. These are detailed below: -

#### **Increasing data allowances on mobile devices to support children**

This scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that children and young people can access remote education if their face-to-face education is disrupted.

#### **Who may get help**

Children and young people who:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

Children with access to a mobile phone on one of the following networks might be able to benefit:

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

#### **What we need to know to request a data allowance top up on your behalf**

For each request, we need to know:

- the name of the account holder
- the number of the mobile device
- the mobile network of that device (for example Three)

#### **4G wireless routers**

The Department for Education (DfE) may provide 4G wireless routers for disadvantaged children to help them get online and access remote education

## Who can get help

- in years 3 to 11 who do not have internet access and whose face-to-face education is disrupted
- Any child who has been advised to shield because they are clinically extremely vulnerable

If you feel that you may be eligible for either of the above options, please follow the link below and submit the form by Wednesday 13<sup>th</sup> January 2021. Before you complete the form, please take time to read the Government's Privacy Statement listed:

### 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.**

[https://forms.office.com/Pages/ResponsePage.aspx?id=d4C0n4a8CUuQHd0X\\_SBC5RyBcybzgxVKv5Vss6R4MV5UQUYxM1FWMki5UzJTSTFZQkRFQlFLRUk5My4u](https://forms.office.com/Pages/ResponsePage.aspx?id=d4C0n4a8CUuQHd0X_SBC5RyBcybzgxVKv5Vss6R4MV5UQUYxM1FWMki5UzJTSTFZQkRFQlFLRUk5My4u)

Please note that whilst we will endeavour to try and provide assistance for those families who need help, there is no guarantee that devices or data can be sourced as there is a limited number available via government streams.

Yours sincerely



**Mr N. Probert (Headteacher)**