Education Resources
Executive Director **Tony McDaid**
Support Services

Dear Parent/Carer

Coming soon: Online payments to school with ParentPay

South Lanarkshire Council is rolling out an online payment system across all schools and nurseries to provide online payments for parents. The new system is called ParentPay.

ParentPay will provide a more convenient secure way for parents to pay online for school meals, school trips and other school activities.

As part of the ParentPay rollout, your school is working towards being a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will create a secure online account, activated using a unique 'myaccount' username and password which you must keep safe and secure ('myaccount' is a free and secure sign-in service for accessing public services online in Scotland). If you have children in nursery, primary and secondary school, you can create a single account login for all of your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date, no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

Using/

Using PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. Please notify the school if you wish to use the PayPoint facility. A plastic card can be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge however any lost or damaged cards will be charged at an additional cost. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

Trip and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

We hope you will support us in achieving our goal to become a cashless environment, avoiding the need for your child to carry cash to school and improving school security.

You will receive your unique 'myaccount' activation details shortly.

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours faithfully

David Hinshelwood
Support Services Manager

Frequently asked questions – ParentPay

Activating your account

I don't have a computer, how can I use ParentPay?
- You can access the ParentPay website from your smartphone or tablet, or why not visit your local library and book a computer?
- Alternatively, you may be able to get access to a computer at your work, but you should check the policy in your workplace before doing this.

Why do I need to log in via the mygovscot / myaccount?
- 'myaccount' is a simple, secure way to access a range of Scottish public services online, including services provided by the Council.
- It is funded by the Scottish Government and ensures that public services can be accessed and used in a simple and convenient way.
- No payment or ParentPay information is held in your myaccount, it is solely a method of authentication.

I am having problems activating or signing in to mygovscot / my account, what should I do?
- Note that if you are using Internet Explorer, you may have to update to Internet Explorer 11 to access ParentPay.
- If you are having issues with mygovscot myaccount, the support service can be found on https://www.mygov.scot/myaccount/

I already have an account with ParentPay in another local authority
- Once you have registered with mygovscot, and are taken to the ParentPay page, enter the username and password from your old account. Once into the system, go to 'add a child' and enter the username and password issued to you for your child/children by our school.

I am having problems accessing ParentPay
- Your first line of any enquiry should be your school. They will contact ParentPay on your behalf if they are unable to help.

Can more than one family member pay for items for a child?
- Please ask at the school office and they will be able to set up another ParentPay login for your child's account.
- You won't be able to see each other's personal details, but will see payments and account balance for the child.

I've lost my activation codes/forgotten my username/password
- The school office will be able to reissue your activation codes and username.
- If you have forgotten your mygovscot / my account username or password, you should go to the mygovscot sign in page and click the forgot password / username box.
- The link to the mygovscot page is https://www.parentpay.com/public/client/security/#/login

I already have a ParentPay account for another one of my children, can I merge their accounts?
- Yes. Log into the account you want to use as your master ParentPay account; go to 'Add a Child' and enter your new activation codes.
- Follow the on screen instructions to add your children at any ParentPay school from one account (up to 6 children).

My children attend different schools using ParentPay, can I add them all to my account?
- Yes. The rollout of ParentPay is on a phased basis so you may not be able to do this straight away, but once you receive an activation letter for each child from their school, you can add your child(ren) to your account.

Using ParentPay

How can I make a payment?
- ParentPay accept Maestro, Switch, Delta, Electron, Solo and Visa debit cards.
- You can also use MasterCard and Visa credit cards.
- You can also pay by cash by paying at PayPoint stores.
- You can request a PayPoint card for school meals (one per child) and you will receive PayPoint barcoded letters for other payment items.

Are online ParentPay payments safe and secure?
- Yes. All card transactions are processed securely and are encrypted. ParentPay and the school do not have access to your card details.
- Standard website addresses begin with the letters http. However, the address for a secure site will always begin with https.
- You will also see a small 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.

How does my school know I have paid?
- The administration staff within your school are notified that you have made a payment. They know which pupil the payment is for, how much has been paid and the item(s) you have paid for.

What about personal information?
- We operate under strict guidelines set out by the Data Protection Act and hold a very limited amount of information about you and your child to administer your account. Please refer to the attached Privacy Notice.
- We do not share or give information to any other organisations.
- 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 contacted by someone claiming to be from ParentPay, please call the school straight away and they will follow this up for you.

How do free school meals work?
- Pupils entitled to free school meals will have their ParentPay account credited daily.
- Because all account types are accessed in the same way, whether paid for or free, the new system allows those pupils receiving free school meals to remain completely anonymous.
- Free school meal credit balances will not be carried over to the next day.

Who should I contact if I have further questions?

- Your first line of any enquiry should be your school office. They will contact South Lanarkshire Council's Support Services or ParentPay on your behalf if they are unable to help.

Education Resources

ParentPay Privacy Notice
(Parents/Carers and Pupils)

Introduction
In line with the General Data Protection Regulation (GDPR) we have produced this privacy notice to inform you how we deal with personal information as part of our statutory function as an education authority.

The Council is introducing an online payment system, ParentPay, across all South Lanarkshire's schools/nurseries in connection with the provision of online payments for schools. The ParentPay system has been successfully piloted in a number of schools and provides improved, modern services for parents. It also reduces bureaucracy and streamlines cash handling processes within schools. ParentPay Ltd is a limited company and is registered with the Information Commissioner in terms of the requirements of the GDPR to hold and process personal information.

Using your personal information
The Council is a "controller" of the personal information you provide when enrolling for a nursery or school, applying for an education service or participating in groups or activities provided by Education Resources. When you enrol for a nursery or school, we ask for the following information:
- parent/carer contact details (name, address, phone, email);
- the child's name, date of birth, gender and address;
- registration class, year group and free meal entitlement

Why do we need this information?
The Council holds the information described above on a secure database ("SEEMIS"). This information will be shared with ParentPay to allow parents to make online payments for their child's school. The ParentPay system also provides income management for schools, dinner money administration and an integrated parent communication system.

Sharing your information:
ParentPay will hold your information and your child's information on a secure database within the UK and will use your information and your child's information in connection with the provision of online payments for schools and for no other purpose.

ParentPay will hold your information while your child attends a South Lanarkshire Council school and at the end of that period the Council will ask ParentPay either to return your information to the Council or securely destroy it.

Your rights
You have the right to access your personal information as well as the rights of rectification, erasure, restriction and the right to object.

You can ask for your data to be updated or removed from ParentPay by notifying the Council. If you wish your data to be removed from ParentPay, the Council would tell them to stop using

this information, and you would no longer be able to make online payments for your child.

The Council and ParentPay have entered into a Data Processing Agreement which sets out the duties of each party to comply with the requirements of the GDPR.
For more information on these rights and how to exercise them or for information about how we manage your personal information, you can get a copy of our full privacy notice from our website: (https://www.southlanarkshire.gov.uk/info/200235/meta/1730/general_privacy).

Our full privacy notice will also provide information on how to make a complaint or to request a paper copy of the privacy notice from the Data Protection Officer.

If you have any queries or are unhappy about the way that we use your personal information or have responded to you in relation to any of your rights, you can contact

The Council's Data Protection Officer

The Data Protection Officer,
Administrative and Legal Services,
Finance and Corporate Resources,
Floor 11,
Council Offices,
Almada Street,
Hamilton
ML3 0AA

Tel: 0303 123 1015

Or by email to dp@southlanarkshire.gov.uk

The Information Commissioner