



Holly Lodge High School

College of Science

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Headteacher: Mr Paul Shone BA (Hons) MA

23rd October 2020

Dear Parent/Carer,

Coming soon: Online payments to school with ParentPay!

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ParentPay will be live at school on 16th November 2020, from this date we will be making it possible for parents to top up their student's card directly. This will run alongside the ability of students to be able to top up on the top up machines within school. Either way as parents you will be able to check the students balance and what they have spent that day. Parents who need to continue making payments by cash may continue to give their child cash to bring in to top up at school **or** by using the PayPoint network at local convenience stores. If you could use ParentPay it would help us as a school while we are operating in 'Bubbles' and trying to maintain a hot meal provision as it speeds up service.

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 have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. School will send you this information in the early stages of the new half term. If you have more than one child at our school, or children at other ParentPay schools, you can create a single account login for all your children.

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

It is possible to pay into ParentPay by using PayPoint. To do this you will need to contact the school via this email address parentpay@holly-lodge.org as the school will need to issue with a bar code. With PayPoint there can be up to a 48hr delay so please think about this if you want to use this facility. Trip and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

Your support in using ParentPay will help the school enormously, thank you.

You will receive your unique ParentPay Account activation details w/c 16/11/2020

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

Yours faithfully,

Mr P Shone
Head Teacher

ParentPay FAQs

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

Once you have received your activation letter 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.

- **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?**

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.

For more information please visit www.parentpay.com