

2) Request extra data for mobile devices – information for parents and carers.

1. Check who is eligible for extra mobile data

You can request extra mobile data for disadvantaged children who:

- have no broadband connection at home
- cannot afford additional data

One of the following must also apply. They are children:

- in years 3 to 11 and whose face-to-face education is disrupted
- who are [clinically extremely vulnerable](#) and need to shield on current official advice (this could be from a doctor or hospital consultant)
- who live in a household that's been advised to shield because a family member is clinically extremely vulnerable
- who cannot attend school – even though theirs is open – because restrictions prevent it

2. Use our guide to gather information

You will need to collect names, telephone numbers and network details from households. They also need to understand how we'll use their personal information.

Use our guide to tell people what's available and collect the information we need:

[Guide to collecting mobile information from families](#) – please see below

3. Enter the information we need

Once you submit mobile numbers and network details through our service, we'll request extra data. How much data someone gets will depend on their network.

Guide to collecting mobile information

Who can get help

This scheme is open to children and young people who:

- don't 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

What information you'll need to collect

To request extra mobile data, you will need to collect the following information:

- the account holder's name
- their mobile number (a number beginning with '07')
- their mobile network
- whether they pay monthly or pay as they go

You also need to [explain our privacy policy](#) to the account holder.

2. Asking about mobile network, contracts and Pay-as-you-go (PAYG)

To check if the child or young person qualifies for an offer, you need to find out:

- what their (or their family member's) mobile network is
- whether they're on a monthly contract or a Pay-as-you-go deal

How to check someone's mobile network

Most smartphones display the name of the network on the top right or left of the screen.

How to check if someone's on a Pay-as-you-go deal or a contract

Ask the account holder if they top up their credit at a shop. If they do, they're likely to be a Pay-as-you-go customer. If they have a monthly direct debit, they probably have a contract.

3. Telling them about their offer

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

You should tell them:

- if there is an offer they can use (or if there is no offer available)
- the details of that offer
- that they'll receive a text message when their free data has been activated
- when their free data will end
- that this data can be used when tethering a mobile phone to another device for internet access

Network offers

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.

Smarty

- 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.

4. Explaining our privacy policy

Those affected by the offer need to understand how we'll use their personal information.

Please share the following privacy statement with:

- the adult account holder for the mobile device
- the parent or carer of the person benefiting from the offer, if they're under 13
- the person benefiting from the offer, if they're 13 or over

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.

If the account holder wants to receive some written information first, you can send them a link to our [privacy information](#).

If they want to take up the offer, you will need to confirm you've shared the privacy policy.

5. Asking for account holder name and mobile number

Find out the following from the account holder:

- their name
- their mobile phone number (this should always start with '07')

Also make a note of their mobile network, and whether they're on a contract or a Pay-as-you-go deal.

We need these details to arrange the increase in data with the relevant mobile network.

Account holders with monthly contracts need to be over the age of 18.