



KING EDWARD VI
SHELDON HEATH ACADEMY

08 December 2020

Dear Parent/Carer

Coming soon: Online payments to school with ParentPay!

Starting from 4 January 2021 we will be introducing a more convenient way to pay for school meals, trips, and much more online, using a secure service called ParentPay. This will replace the WisePay system that you are currently using.

Important: WisePay is still operational until the end of this term but please ensure that you do not enter payments onto WisePay beyond Monday 14 December 2020 as this may affect the transfer of balances.

ParentPay will be live at school on 4 January 2021; from this date we will no longer be accepting cash and cheque payments for anything, including school trips, and purchases of uniform, or other learning resources, making the school a cash-free environment.

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. If you have more than one child at our school, or children at another ParentPay school, you can create one single account login for all your children regardless of which school they attend.

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 have activated your account you can make online payments **from 4 January 2021**.

You will receive your unique ParentPay Account activation details later this week. If you haven't received these by Friday 11 December please contact enquiries@keshacademy.com

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

Yours faithfully

**Wendy Elvins
Finance Manager**

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 from 4 January 2021**. This letter will be sent to you soon by your school and we are sending it out before the end of term so that you can familiarise yourselves with ParentPay and set up your account in plenty of time for the start of term.

- **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.

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

ParentPay can be used on a laptop, tablet or smartphone.

For more information please visit www.parentpay.com