



Dear Parent/Carer,

IMPORTANT CHANGE to ordering school lunches - please read to ensure that your child does not miss out

After half term we will be introducing a new way to pay for school meals, and other school items online, using a secure service called ParentPay.

ParentPay will be live at school on Tuesday 1st November; from this date we will no longer use Pay 360 education payments, (however parents paying for the year 6 residential and those that wish to sign up for after school sports clubs this term will continue to do so via Pay360, as this has already been set up for parents).

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 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 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 straight away.

All parents need to order (and pay for) their child's lunch by 9.15am on the day.

There will be a facility for parents to do this at school but please note that teachers and office staff will no longer be able to order lunches on your child's behalf as they do not hold a login to the system.

You will receive your unique ParentPay Account activation details shortly.

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

Yours faithfully

Amelia Harding
Head Teacher

Our Lady of the Angels Catholic Primary School, Queensway, Torquay TQ2 6DB
Tel: 01803 613095 Email: admin@olota.uk
Website: www.ourladyoftheangels.eschools.co.uk



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.

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Our Lady of the Angels Catholic Primary School is committed to safeguarding children.



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?**

The school is providing a device in the office reception area where you can log onto your account. Please note that it is the parents responsibility to ensure that they log out of the device when their transaction has been completed. The school will not accept any liability for parents using this system on the school premises.

For more information please visit www.parentpay.com

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