



PEMBROKE
A PRIORY ACADEMY

31 March 2023

Dear Parent/Carer

Coming soon: Online payments to Pembroke with ParentPay!

In May 2023 we will be introducing a more convenient way to pay for school items online using a secure service called ParentPay.

ParentPay will be live at Pembroke from week commencing 15 May 2023. From this date we will no longer be accepting cash and cheque payments for school trips, activities and resources. For your information, catering purchases will continue as it is for now, although we look to make this cashless in the next phase. 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 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. Once you have activated your account you can make online payments straight away.

Taking cash by PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. Please note however that there can be a delay from paying through Paypoint to when ParentPay process the transaction on your account payment history, usually around 24 hours, but this can vary depending on bank holidays/working days.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

You will receive your unique ParentPay Account activation details during the week commencing 24 April 2023.

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

Yours faithfully

Mr S Evans
Headteacher

Headteacher: Mr S Evans

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The Priory Pembroke Academy is part of The Priory Federation of Academies Trust. For further information please contact:

The Priory Federation of Academies Trust, Cross O'Cliff Hill, Lincoln LN5 8PW **Telephone:** 01522 889977

Registered Company No: 6462935. DfE Registration No: 145052



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.
- **I do not have a home PC so how can I use ParentPay?**
Why not visit your local library, internet café or see if you can get access to a computer at work.

For more information please visit www.parentpay.com