

02 June 2025

Dear Parent/Carer,

The following letter gives details of two new school IT systems.

From Tuesday 22nd April (after Easter), Bury Local Authority will no longer provide a service for school dinner monies. You will no longer be able to top up your child's account using the current system. Therefore, we will be introducing a more convenient way to pay for school meals and other school items online, using a secure service called ParentPay (www.parentpay.com).

ParentPay will go live from Monday 31st March; from this date we will be working towards no longer accepting cash and cheque payments, making the school a cash-free environment. Any remaining balance of money on the current system will be transferred automatically to ParentPay during the Easter holiday.

Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores. Details can be found within this letter.

Making secure payments online with ParentPay

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. Details of setting up your account can be viewed within this letter.**

Making a payment is straightforward and ParentPay holds a payment history for you to view later; no card details are stored in any part of the system. Once you have activated your account you can make online payments immediately. Students will be able to use the system in school after the Easter holiday.

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Make faster payments in just one-click

With One-click payments, parents and guardians can use their bank account to pay for any school supplies via ParentPay without having to enter or store card information.

While it does require a direct debit mandate, it is not used to make repeat payments as is typical with a direct debit. The direct debit mandate for One-click payments is used to make individual payments as and when required by you. The mandate is simply to authorise the payments you want to make, being taken from your bank account.

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

Pay with cash at a PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school include: Whitefield Convenience Store, Morrisons, SPAR in Whitefield and the Esso Service Station. You can also search online for your nearest store.

To pay by PayPoint, please use the details within the activation section of this letter.

Should you have any concerns or need any support in setting up the new system, please contact school via email/phone and a member of staff will be happy to assist you.

Switching from Sims to Arbor

After Easter, we will also be moving our school database from Sims to Arbor. We intend to launch a Parent App once we have migrated across to Arbor. As a result, the Sims App will no longer be updated. Should you wish to retain any data stored, such as reports, on the Sims App, you should download these by the 31st August 2025,

When we first transfer to Arbor, any notifications, such as Corrections and important school messages will be emailed or sent via text message. Thank you for your continued support.

Yours sincerely,



Mr C Hibbert
Head Teacher

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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/>

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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. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

For more information please visit www.parentpay.com

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