Increasing data allowances on mobile devices to support disadvantaged children

This scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that children and young people can access remote education if their face-to-face education is disrupted.

Who can get help?

Schools, trusts and local authorities can request mobile data increases for children and young people who:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

Children with access to a mobile phone on one of the following networks might be able to benefit:

- Three
- Smarty
- Virgin Mobile
- EE
- Tesco Mobile
- Sky Mobile

Other providers may join the scheme at a later stage.

Below is text from the guide on how to collect information. The full information can be found at:

https://get-help-with-tech.education.gov.uk/guide-to-collecting-mobile-information

1. Overview

This guide is for anyone who needs to explain the Department for Education's pilot offer to increase mobile data allowances for children and young people.

It helps you tell people what's available and collect the information you need to submit.

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.

3. Telling them about their offer:

The following providers are currently involved in this scheme.
EE, Sky Mobile, Smarty, Tesco Mobile, Three and Virgin Mobile
For details about each provider please go to https://get-help-with-tech.education.gov.uk/guide-to-collecting-mobile-information/telling-about-offer

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](#).