

10th May 2023

Dear Parents and Carers,

As you will be aware we are currently using Wisepay for online payments at Cleeve Park. All secondary schools in The Kemnal Academies Trust (TKAT) as part of a longer term strategy will be moving to ParentPay to continue to support us to be a cash-free school.

We will be making this change over the coming half term break. **The last use of Wisepay will therefore be on Friday 25th May.** You will be provided with activation details for your ParentPay account during the week running up to the 25th May. Over half term we will be ensuring that all account balances both for the canteen and any trips etc which are currently on your Wisepay account have successfully moved to ParentPay.

If you have more than one child at Cleeve Park, 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.

In order to ensure a smooth transition to ParentPay we are trying to ensure that the system is set up in advance to meet all of your needs. The ParentPay activation email will only be sent to the **first** Priority 1 parent in our database. Where you need an additional parent or people to have access to your child's account in order to make payments please complete the linked form so that we can ensure they also receive account activation details.

Some Frequently Asked Questions are given below, but if you have any questions not covered here please contact the school using cashless@cleevepark-tkat.org

Regards

Sandra Short
Executive Business Manager

www.cleevepark-tkat.org

Cleeve Park School, Bexley Lane
Sidcup, Kent
DA14 4JN

Tel: 020 8302 6418
Fax: 020 8308 1571
Email: enquiries@cleevepark-tkat.org

Headteacher: Mrs Alex O'Donnell
Company Registration Number: 7348231



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 the school.
- **How can I access ParentPay?** - ParentPay is accessible via any internet enabled device such as a mobile phone, PC, Tablet, I-Pad etc.
- **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.

www.cleevepark-tkat.org

Cleeve Park School, Bexley Lane
Sidcup, Kent
DA14 4JN

Tel: 020 8302 6418
Fax: 020 8308 1571
Email: enquiries@cleevepark-tkat.org

Headteacher: Mrs Alex O'Donnell
Company Registration Number: 7348231

