



The Merton Primary School
To be the best we can be.

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Headteacher
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4 November 2019

Dear Parent/Carer

Coming soon: Online payments for School Meals on ParentPay!

Starting 7 January 2020 we will be introducing a more convenient way to pay for school meals using ParentPay.

"Cashless Catering" will be live at school on 7 January 2020. From this date we will no longer be accepting cash payments for school meals. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

You will still be able to decide on a daily basis whether your child will be having a hot dinner or a packed lunch.

If you are already using ParentPay to pay for trips or to purchase school uniform, you do not need to do anything. When you log in to ParentPay, you will see that an additional payment item will have been added to your child's account.

If you have never used ParentPay before, please contact the School office who will be able to provide you with an activation letter. 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.

Using 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 are:

Peberday News
Syston Family Cellar Ltd
Select and Save Wine Store
ASDA

Please notify the School Office if you wish to use the PayPoint facility. A letter will then be issued which will carry a unique barcode which will allow you to make a cash payment at your local PayPoint store.

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

Yours faithfully

Shelagh Thomson



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.

- **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.

For more information please visit www.parentpay.com