



# Rhiwbeina Primary School

## Ysgol Gynradd Rhiwbeina

Headteacher/Prifathawes  
Mrs C Harry

A: Lon Ucha, Rhiwbina  
Cardiff CF14 6HL

E: [rhiwbeinaprm@cardiff.gov.uk](mailto:rhiwbeinaprm@cardiff.gov.uk)

P: 029 2062 3732



**THE EASY WAY TO PAY...**

Dear Parent/Carer,

### **Online payments to school with ParentPay!**

We have introduced a more convenient way to pay for and order school meals, and other school items online, using a secure service called ParentPay.

ParentPay is live and the school is now a cash free environment.

### **Making secure payments online using bank transfer or your credit/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; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

We hope you will support us in maintaining our 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 in September**

For further information on ParentPay please see the FAQs below or visit [www.parentpay.com](http://www.parentpay.com).

Yours faithfully

**Carol Harry**  
Head Teacher

## 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 if My Child is entitled to Free School Meals?**

If your child is entitled you will still need to activate your account to pre order their meals.

- **What about any outstanding balances?**

School Meal balances will be carried forward onto the ParentPay system but please ensure that school trip payments are settled for Autumn Term 1 (cash/cheque).

- **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](http://www.parentpay.com)**