

# Looked After Children: Data Upload Guidance for Schools

## Managing Data Protection

ParentPay take data protection seriously and operate at all times under the legislation in the Data Protection Act (DPA) and within DPA guidelines. Our aim is to provide safe and secure online payments to school and to protect personal data in our school cashless system.

ParentPay is registered as a data processor under the Data Protection Act and everything we do meets the DPA guidelines. A school and Local Authority will already be registered as a Data Controller.

Student data remains as the schools' responsibility and they have full control of accessing, managing and updating all student data on the system.

ParentPay's commitment to the school to act responsibly as a data processor is covered in our terms and conditions and is also published within our Data Security Policy and our Privacy Policy.

## Advice on Managing Data for Looked After Children

ParentPay are able to provide general guidance to schools on how to manage their pupil data and would always recommend that schools are particularly observant with regards to the managing of data for Looked After Children.

In instances where a child has been temporarily placed with a foster carer, schools need to be aware that the existing contact details will remain on the ParentPay system until a data refresh is performed to update the pupil details.

It is important that school's record an important change of contact for a pupil within their Management Information System (MIS) and proceed to perform a data upload to ensure the changes are reflected on the ParentPay system.

In instances where immediate action is required, either due to a change in circumstances for a Looked After Child or as a result of a Child Protection issue, schools are able to remove the contact information listed against a student on the ParentPay system.

## Removing Primary Contacts on ParentPay

Schools are able to remove a Primary Contact on the ParentPay system from a child's account.

If a child moves into care or moves from one Foster Carer to another you are able to remove and replace the Primary contact on ParentPay.

NB: This process is also relevant in the sensitive situation of having a deceased parent listed on the ParentPay system that needs to be updated.

To do this you need to:

1. Navigate to People > Pupils and staff
2. Using the '*Search*' option, find the pupil you wish to associate with this payer.
3. Using the *Actions* drop down option, select to 'Edit pupil details'
4. Scroll down to the Contacts section and select '*Add new contact*'
5. Enter the following details:
  - o Forename
  - o Surname
  - o Email address
  - o Username

PLEASE NOTE This is a temporary username that must be unique across the whole of ParentPay. The user will add the child to an existing account or set their own unique username when using the activation details, as below.

6. Select *Save*

Once you have created the second payer account you may then need to split the previous carer from the pupil.

1. Again navigate to People > Pupils and staff
2. Using the '*Search*' option, find the pupil
3. Using the *Actions* drop down option, select the 'Edit pupil details' option
4. Next to the previous carer's name you need to select Merge/Split accounts from the *Actions* drop down box
5. Select the Split Account button and choose the child you wish to split from the account. When you click Split, you will be prompted to save the Second Contact at the new Primary Contact. Click YES and you are done.

The new carer will be the primary contact and the previous carer will have been split from the pupil and no longer have access to the pupil details.

Should you require any further assistance in this matter please do not hesitate to let us know.

## Removing a Pupil from your MIS Data File

In some instances you may need to remove a pupil from your data upload completely, this may be for child protection reasons or as a result of a parental request.

### Manual Uploads

If you upload your pupil data manually via MIS:Sync you are able to remove the relevant pupil from the export file and proceed to upload the data containing the remaining pupils.

### SIMS users

If you use SIMS as your Management Information System you are able to open the ParentPay data file uploaded to your SIMS system and execute an exclusion for the relevant pupil from the report. If you require further assistance with this please ask the ParentPay Support Team for the relevant guidance document.

### Automated Upload Integration

There is no option to exclude a pupil from the data file manually for schools that use an Automated Integration process. If you need to exclude a pupil from your data uploads you can either process your uploads manually to ensure the pupil is excluded, or alternatively update the account on your Management Information System to ensure any inappropriate contact details are removed. Once you have actioned this we would recommend that you also proceed to remove any unwanted accounts from your ParentPay site by following the steps set out in the Removing Primary Contacts from ParentPay section of this guidance document.

## Further Advice

If you require any further advice or guidance relating to the importing and maintaining of the data for Looked After Children please do not hesitate to contact the ParentPay Support Team.