



Welcome to

ParentPay

Parents' Frequently Asked Questions

Is it safe to make payments over the internet?

YES. *In fact, it's safer to pay online than it is to use your credit card in a shop or over the phone! ParentPay uses the leading e-Commerce company, to process your credit/debit card transaction securely. All communication between you and them is encrypted (jumbled up so no one else can read it). ParentPay or anyone at school does not have access of any kind to your card details so there is no risk that someone can fraudulently obtain them.*

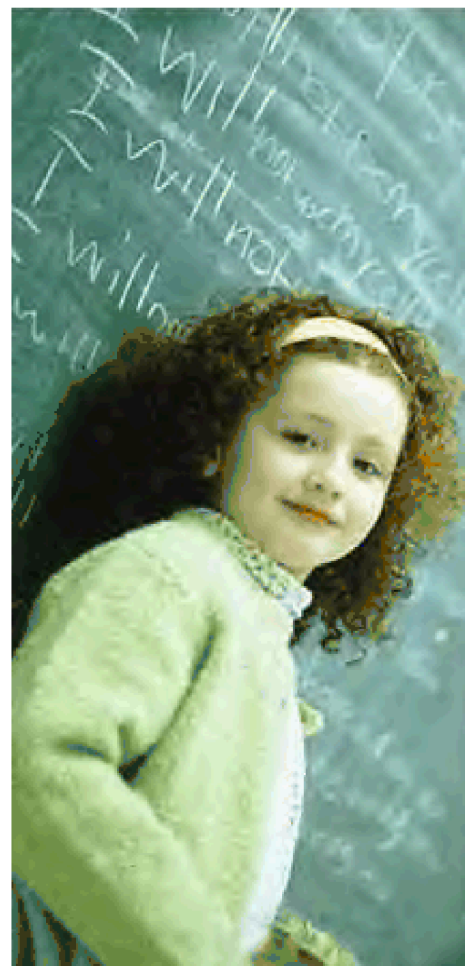
.....the intelligent way for parents to pay

How can I check that it's secure?

Standard website addresses begin with http whereas the address for a secure site will always begin with https. Never enter your credit card details on any page whose address does not start with https and be very cautious when entering any personal data into a non-secure website.

What cards can I use?

Most standard credit and debit cards but not American Express or Diners Card.



ParentPay is no help to me, I don't have a bank account?

Quite the contrary! ParentPay has linked up with some of the UK's leading national network for collecting cash payments 'over the counter'. There are outlets located in most newsagents, convenience stores, supermarkets, post offices, forecourts and off licences across the UK. All are conveniently located close to customers' homes and many outlets are open for extended hours. Ask your school for more details.

Payments may be safe but what about personal information?

ParentPay uses a very limited amount of information about you and your child and it is for the sole purpose of administering your account. No information will be released to any other organisation. The Data Protection Act 1998 ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose you intended.

What security is there on the non-payment part of ParentPay?

Unlike many other websites, ParentPay itself uses the same level of security as online payments services. To ensure every piece of information is safe we employ Secure Socket Layer (SSL) technology and display a valid security certificate on all pages. SSL is a process that encrypts all your personal information so that it travels across the Internet in an unrecognisable form. No one can intercept it. To ensure that SSL is functioning look for 'https' in the address bar - s for 'security' - and/or the closed padlock icon at the bottom right of the browser status bar.



Find more information at your child's school or visit - www.parentpay.com