Frequently asked questions

1 Why is my child's school asking for my information?

You are being asked for information to make sure you can get the help that Surrey County Council has put in place for families who have children in Surrey schools who already receive Free School Meals based on their family income.

2 What help is available for my child?

To help over the school holiday at Christmas, Surrey County Council is supplying a supermarket voucher to the value of £15 per week, for a maximum of two weeks, for every eligible child that receives free school meals in Surrey schools based on their family income. The voucher is for food and other essential items only.

3 Can I choose which supermarket voucher to get?

The vouchers provided can be used in Asda, Morrisons, Aldi, Tesco, Sainsbury's, Iceland, Waitrose or McColl's and should only be used to buy food and other essential items. The restrictions for each supermarket are listed below:

4. How do I access my voucher?

You will receive either a text message from 'Vouchers' or an email from 'schoolvouchers.com' to say that you have been issued with a voucher. Follow the step by step guide to select your supermarket of choice.

https://help.schoolvouchers.com/hc/en-gb/articles/360015110178-How-to-access-your-voucher-step- by-step-instructions-

5. Can I use the vouchers online?

Asda vouchers can be used online or instore. All other vouchers can only be used instore – simply print the voucher or show it to the cashier on your smartphone.

6. If I don't spend the whole voucher in one visit, can I keep it to use on my next shop?

Yes, you can. If your shopping comes to more than the voucher total, you will need to pay the remaining balance using another method (i.e. debit card).

7. I'm having trouble using my voucher in-store, what should I do?

Please contact the supermarkets directly who will be able to help you.

8. Can I exchange the vouchers for cash?

No. The vouchers cannot be exchanged for cash.

9. When will I receive my vouchers?

Vouchers will be sent out by Wednesday 16th December 2020. Some email accounts may send the email to your junk folder, so do check this folder for your instructions on how to pick your supermarket and receive your voucher. Not all vouchers will be sent on the first day. If your children are at more

than one school, it is likely you will receive your vouchers on different days. It will take a number of days for everybody to receive all of their vouchers. If you have not received your vouchers by Wednesday 16th December, please do contact your school.

10. What will my child's school do with my information?

The school will pass your information to Surrey County Council's fulfilment agency, Wonde, who will use the information you give to send out the supermarket voucher. A privacy notice explains how the data will be used and then once used, destroyed.

11. Who can I talk to if I think there is a mistake or if I don't receive my voucher?

If you haven't received your voucher by Wednesday 16th December, please do check your junk folder for the email in the first instance. If you think there is a mistake with the information about you or your household, or the voucher is not received, speak to your child's school to check that all of your information is correct.

12. My child lives in Surrey but goes to school in another authority area, what help will I get?

Each local authority is making arrangements for the children that go to school in their area. In some areas you will need to apply for the help that is offered. If you live in Surrey and your child goes to school elsewhere, we recommend that you talk to your child's school in the first instance and they will be able to tell you what arrangements are in place.

13. Who decides who is eligible for Free School Meals?

The government decides who is eligible for free school meals. You can find out about who is eligible and how to apply here https://www.gov.uk/apply-free-school-meals

14. Who is paying for the supermarket vouchers?

The government has given Surrey County Council a grant to help residents over the winter period. The cost of the vouchers is being met from this grant.

Answers to Frequently Asked Questions can be found here:

https://help.schoolvouchers.com/hc/en-gb/sections/360003848737-Parent-FAQs

Free school meals winter food voucher scheme school privacy notice

This notice explains what personal data (information) we hold about you, how we collect, how we use and may share information about you. We are required to give you this information under data protection law.

Who we are

Your child's school collects, uses and is responsible for a range of personal information about you and your child. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The Free School Meals Winter Food Voucher Scheme aims to help families with children who are eligible for Free School Meals and who may be having difficulties paying for food during Winter 2020-21.

Personal information we collect and use

Information collected by us

In the course of providing you with food vouchers, we will collect and use the following personal information, that you provide (or have previously provided to us):

- your name, mobile telephone number and email address
- the internal unique reference that the school systems use
- the school your child attends
- the supermarket that you would like vouchers for.

How we use your personal information

We use your and your child's personal information to:

- process your application for a free school meals winter food vouchers
- analyse the service that we are providing (not at child level)
- investigate claims of the voucher scheme's misuse.

How long your personal data will be kept

Records will be retained for no longer than 6 years plus the current financial year from the date of application before the records and all data we have in it is permanently deleted from its secure storage.

Reasons we can collect and use your personal information

We collect and use your personal data to carry out tasks in the public interest.

We will only ever share your data on a basis of need, in line with legislation, and will always work transparently with you.

If you do not provide your data, we will not be able to process your application for free school meals winter food vouchers.

Who we share your personal information with

We will share your information with:

- teams within Surrey County Council working to improve outcomes for children and young people
- commissioned providers of local authority services (working to administer the voucher scheme with Surrey County Council)

We may share your personal data with the National Fraud Initiative, which is administered by the Cabinet Office, for the purposes of assisting the prevention and detection of fraud. We will share personal information with law enforcement or other authorities if required by applicable law.

Your rights

Under GDPR you have rights which you can exercise free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you (subject access request)
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways

We will always seek to comply with your request, however we may be required to hold or use your information to comply with legal duties. Please note, your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under GDPR.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used/accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Contact

Please contact your school's headteacher to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

GDPR also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted on 03031 231113.