



Westlea Road
Hanwell W7 2AH
Tel : 0208 566 1166
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elthorne@ephs.ealing.sch.uk

Date

Dear [parent]

Re: Account Request for Parent Environment Portal (PEP)

Elthorne Park High School is implementing their Parent Environment Portal (PEP). This is a secure web-based system of access to data held by the school about students, parents/carers and teachers. PEP delivers information from SIMS, the Schools' Information Management database which has information about everyone attending, working in or associated with the school.

We would like to invite you to apply for an account to access the schools' PEP. It will allow you to see up-to-date information on your child's attendance and behaviour as well as their termly reports. Once we have received the signed and dated Acceptable User Policy (see attached) and the reply slip below, we can issue you with a secure password. Please email elthorne@ephs.ealing.sch.uk if you have any queries regarding the parent environment portal.

The following is important information about your PEP account and the data that you will be able to access:

- Only *parents or carers* with 'priority parental control' for a particular child are entitled to access the PEP for that child. *Parents* without parental control are not provided with accounts and are not receiving this letter.
- Only you (as the parent / carer), and authorised school staff can access data about your child. No *parent or carer* can see information about another parent or carer or child.
- When you connect to the PEP, data is transmitted across the Internet securely using SSL data encryption.

Please kindly read and **return the attached slip and the policy (attached)** so that your account can be setup. We will then provide you with a quick start guide on using the service as well as your username and password.

Yours sincerely

Al Grant

Assistant Headteacher

PEP Account Request Form

Please use BLOCK CAPITALS.

Your Forename :

Your Surname :

Your Address :

.....

Email address (required) :

(Email address will be used to send information regarding your parent environment portal access i.e. password details etc...)

Elthorne Park High School Parent Environment Portal (PEP) Parent/Carer Usage Policy

This Policy applies wherever access to the Elthorne Park High Schools' parental portal (PEP) system interface is provided. The policy applies to all those who make use of Elthorne Park High School PEP Service, whether the computer equipment is owned by Elthorne Park High School or not.

This Policy is intended to minimise security risks. These risks might affect the integrity of Elthorne Park High School data, the authorised PEP user and the individuals to which the PEP data pertains. In particular these risks arise from:

- The intentional or unintentional disclosure of login credentials to the Elthorne Park High School PEP system by authorised users.
- The wrongful disclosure of private, sensitive, and confidential information;
- Exposure of Elthorne Park High School to vicarious liability for information wrongfully disclosed by authorised users.

Data Access

This policy aims to ensure all relevant aspects of the Data Protection Act (1998) and Fair Processing Policy are adhered to. This Policy aims to promote best use of the PEP system to further the communication and freedom of information between Elthorne Park High School and Parents\Carers.

Authorised PEP Users Usage Policy Rules

Elthorne Park High School PEP system is provided for use only by persons who are legally responsible for pupil(s) currently attending the school. Access is granted only on condition that the individual formally agrees to the terms of this policy. The authorising member of school staff **must** confirm that there is a legitimate entitlement to access information for pupils, the names of whom must be stated on the PEP Access Request Form. A copy of this form will be held by the school for auditing purposes. Additional requests for access to the PEP system must be made to the school using the PEP Parental Access Request Form.

Personal Use

Information made available through the PEP system is confidential and protected by law under the Data Protection Act 1998. Therefore:

- Users must not distribute or disclose any information obtained from the PEP system to any person(s) with the exception of the pupil to which the information relates or to other adults with parental responsibility;
- Users should not attempt to access the PEP system in any environment where the security of the information contained in the PEP system may be placed at risk e.g. a cybercafé.

Password Policy

You must assume personal responsibility for your username and password. Never use anyone else's username or password.

You must always keep your individual user name and password confidential. Passwords and user names should never be shared and should never be disclosed to anyone. Passwords will be issued by the school when a signed copy of the PEP access request form is received. Strong passwords will be generated and issued under the following rules / conventions:

- Passwords will **not** be similar to your own name or username for example: smith1
- Passwords are **not** to contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Password must be at least six characters in length.
- Contain characters from all of the following four categories:
 - English uppercase characters (A to Z)
 - English lowercase characters (a to z)
 - Base 10 digits (0 to 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

Forgotten Passwords

Should a parent/carers forget their username or password, it is possible to request the details by using the "Forgotten Password" facility on the school website. After you submit your request you will be sent the details you require by email using the current email the school has on record.

Questions, Complaints and Appeals

Please address any complaints and enquiries about the system to Ms Henderson by email: elthorne@ephs.ealing.sch.uk or telephone: 0208 566 1166 Ext 207

Elthorne Park High School reserves the right to revoke or deny access to the PEP system of any individual under the following circumstances:

- The validity of parental responsibility is questioned.
- Court ruling preventing access to child or family members is issued.
- Users are found to be in breach of the PEP usage policy.

If any child protection concerns are raised or disputes occur, the school will revoke access for all parties concerned pending investigation. **Please note:** Where PEP access is not available Elthorne Park High School will still make information available according the school's data policy.

I Parent /Carer (Type in block capitals) Mr/Mrs/Ms Forename Surname
agree to the terms and conditions of PEP access provided by Elthorne Park High School High School.

Signed _____

Date _____