

Dear Parent/Carer

In order to comply with the Data Protection Act 1998, you are entitled to check that the information that we have collected and hold is correct. As it is necessary to up-date these records from time to time please check the information held in Arbor, making any necessary alterations. The Department of Education requires us to collect information including ethnicity, nationality, country of birth and first language – please ensure these sections are completed and **filling in any blanks**.

To comply with the Children Act 1989 we need to be able to offer **all parents** information about their children's education *even if they do not live with the child or have restricted access etc*. Please complete the names and addresses of **all persons who are parents, or have parental responsibility (i.e. either through legal adoption or custody order)**.

- **Contacts:** Addresses must be provided **for all contacts** and wherever possible **at least two emergency contacts** provided.
- **Medical:** Your child's health is very important to us here at Ryecroft, so with that in mind, we would be grateful if you could include and/or update any medical conditions for your child of which the school should be aware of.
- **Photographic Consent:** We sometimes take photographs and videos of pupils for use in school displays, newsletters, the school website, social media, and other promotional or educational materials. To comply with the UK General Data Protection Regulation (UK GDPR), we need your permission before we do this. **Please ensure each category/section is completed with your preference.** You may withdraw your consent at any time via the same means.
- **Privacy Notice & Pupil Premium/Free School Meal Letter – Attached to this email**

Parent Portal & App (Arbor)

The Parent Portal and Arbor App let parents register their child for a club or visit, book parents evening slots, and manage payments all from their phone or computer. Parents can also check in on their child's attendance, behaviour and progress.



Downloading the Arbor App

The Arbor App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets.

- [Download Arbor – Google Play Store](#)
- [Download Arbor - iOS App Store](#)

Accessing Parent Portal

Parents can log into the Parent Portal by going to login.arbor.sc and inputting your username and password.

Username: This is your email address we have on your child's file for you.

Password: Click **Forgot your password?** to set your password and finish setting up your account.

Using Parent Portal and the Arbor App

The following articles will help parents get started with using the Parent Portal and Arbor App:

- [Getting started - Log into the Parent Portal and the Arbor App – Arbor Help Centre \(arbor-education.com\)](#)
- [A quick introduction to Arbor for guardians and parents – Arbor Help Centre \(arbor-education.com\)](#)
- [Seeing and updating my child's information on the Parent Portal or Arbor App – Arbor Help Centre \(arbor-education.com\)](#)
- [Troubleshooting login issues - why can't I log in to my school's Parent Portal or Arbor App? – Arbor Help Centre \(arbor-education.com\)](#)

If you require any assistance with completion of any of the paperwork, please do not hesitate to speak to a member of our office. Our team work incredibly hard to make sure we have the most accurate and up to date information on every child. To help with this I would be grateful for your cooperation with completing and returning all forms by the deadlines shared above.

Yours sincerely,



Mrs A Grattage
Executive Headteacher