



Introducing the National Databank



Good Things

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- The aim is to support over 500,000 people who are unable to get online with **free access to the internet**
- **Vodafone, Three** and **Virgin Media O2** have donated 47m gigabytes of data
- Over **3000 organisations** now have access to gift free data

Who can receive free data?

Someone receiving data through the National Databank must be:

- 18+ years old
- From a low income household

And qualify in **at least one** of the following statements:

- Has no access or insufficient access to the internet at home
- Has no or insufficient access to the internet when away from the home
- Cannot afford their existing monthly contract or top up

Databank Overview

2 month **stock of SIMs** received, and login details for Databank website

Identify data recipients and **gift data**

Vodafone

(SIM preloaded with data, inserted into device)

Three

(SIM preloaded with data, inserted into device)

O2

(issue data vouchers to O2 SIM via databank website)

Log in to the **Databank website** and record gifting

When stocks run low a Centre Manager can log into their account and **request more SIMs**

Data available

Vodafone

- **40GB, free calls and texts** for 30 days, refreshes automatically for **6 months**



Three

- **24GB** data in total



O2

- **25GB, free calls and texts** for 30 days from activation
- Vouchers can be issued for **1 - 12 months**



Activating Data

Vodafone & Three

- SIM cards arrive preloaded with data
- At the time of gifting the data, log in to the [Databank website](#) and record the SIM as gifted

02

- Vouchers are compatible with **02 PAYG SIMs**. Gift someone one from your stock, or if they are already on 02 PAYG, they will not need a new SIM card
- Log in to the [Databank website](#) to issue monthly **data vouchers** to the recipient
- The data recipient will then be able to call 02 **activate** the voucher or select the link in the text message

Activating Data

- SIMs can be used in any **SIM enabled device** (that is unlocked or compatible with Vodafone / O2 / Three)
- O2 SIMs have an expiration date and will need to be activated before to receive data
- Someone can **keep their number** by following the instructions on the O2 / Vodafone websites
- Someone can receive data for up to **12 months** in total

Responsibilities

- Please **do not share your login information** with anyone (each user needs their own account)
- If you are collecting personal information please store this securely using your **data protection** processes and procedures
- The data **must not be sold** on or exchanged for a monetary value
- If there are any suspected incidents of **fraud or misuse**, please report them to us immediately

Responsibilities

- **Store SIM cards safely and securely** (for example in a locked safe). If any issue with delivery please let us know immediately. The SIMs loaded with data have a high value so must be accounted for at all times
- The data is to be gifted to **people that you support directly**. If other partner organisations you know need access to data, they should apply through the National Databank

Accepting your contract

- Once your application has been reviewed and approved, log in to network.goodthingsfoundation.org
- Go to **'View my hub'**. On the right-hand side, you'll be able to review and accept the National Databank contract before being able to access the Databank platform

The screenshot shows a user dashboard with two main sections. The left section, titled 'My Hub membership', contains five items, each with a green checkmark icon: 'Hub details' (with subtext 'Hub name, legal status, address(es)'), 'Hub profile' (with subtext 'Areas of work, who you support, public opening, Network map info and contact preferences'), 'Membership agreement' (with subtext 'You've accepted, review the Membership agreement?'), 'Users' (with subtext 'Manage your users.'), and 'Bank details' (with subtext 'You bank details have been verified. Remember if you change these we will need to check them again.'). The right section, titled 'National Databank ?' (with a question mark icon), contains text: 'We've offered you a National Databank contract, visit [Applications](#) to accept it.', followed by 'National Device Bank' (with subtext 'We will let you know when you can apply to join the National Device Bank.'), 'Funding' (with subtext 'what funding is available? →'), and a yellow button labeled 'View existing applications'.

Next steps

Registering on the platform

- You will receive an email with a temporary password from the Databank website with a link to join
- You can then add other users (each staff member needs their own log in)

SIM Card delivery

- Vodafone, O2 and Three SIM cards will arrive with you within 6 weeks
- Please store these safely and securely