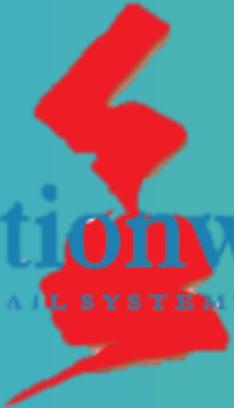


# Parent's Information Pack

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Trust-e Cashless Catering System

  
**Nationwide**  
BIOMETRIC SYSTEMS LTD

## Frequently Asked Questions

**Q What is a cashless system?**

A A Cashless Catering System is a solution which is purpose designed to meet the ever evolving needs and demands of the catering provision, required by today's schools and academies. The Trust-e Cashless Solution allows schools to be better able to provide their students and staff with a faster, more efficient and more appealing meal service.

**Q What is 'biometric'?**

A Biometric is simply a method of identifying an individual person. The Trust-e Cashless System uses an algorithm based scan, which reads between 50 and 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the Cashless System.

**Q How does a biometric system work?**

A The information of a pupil or staff member, who has been biometrically registered, is stored on a secure biometric controller within the school, which only your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the Biometric Reader at the till, which looks up their account and allows them to purchase items using only this method of identification.

**Q How does my child register on the biometric system?**

A Registration days will take place leading up to the 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. Your child will attend at a requested time and will be required to place their finger/thumb on the Biometric Reader twice to obtain a matching template, which only takes a few seconds. If you have chosen to opt-out of this procedure, your child will be presented with a PIN code.

**Q What methods of payment can be used to credit an account?**

A Any amount can be credited to an account by way of any of the following methods. Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.

**a. Cash at the Revaluation Unit**

A revaluation unit will be sited in the dining hall within the school. It can be used to top up accounts by the pupil/member of staff by placing their registered finger or thumb on the Biometric Reader or by entering their PIN Code followed by inserting the accepted tender: £20, £10, £5 notes or £2, £1, 50p, 20p, 10p or 5p coins. Please note that copper coins are not accepted.

**b. Online Payments**

We have introduced ParentPay online payments in partnership with the Cashless Catering Solution. Parents will be provided with ParentPay accounts when their child comes to the School and will receive log-in details by email. To make a payment online go to [www.parentpay.com](http://www.parentpay.com) and enter your login details for your registered account.

**c. PayPoint – through ParentPay**

If you do not have access to the internet or are unable to make payments on-line, you may request a PayPoint card by contacting the School. A PayPoint card can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48

hours to be credited to the appropriate account. You can find your local stores by visiting the website - <http://www.paypoint.co.uk/locator.aspx>

**Q How can I check the credit on an account?**

A This can be done by the account holder either placing their finger/thumb on the Revaluation Machine scanner or by entering their PIN code. The current balance will then be displayed. Balances can also be accessed on-line via the ParentPay account.

**Q What happens if there is no credit on my child's account?**

A Your child will not be able to purchase food or drink at the School canteen until credit is put onto the account using the ParentPay account or by loading cash into the revaluation machine situated in the dining hall.

**Q How do 'free meal' entitlements work?**

A All free meal entitlements will be entered on to the system prior to the 'live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free school meal amounts. Pupils with FSM entitlement remain anonymous at all times as all account types are accessed in the exact same manner, regardless of whether paid for or not. Please note that any monies not spent from the daily free meal allocation will not be carried over to the next day.

**Q Can anyone else use my child's account?**

A No when using biometric recognition – due to the extensive security on biometric templates, no-one will be able to access your child's account.

If your child is using a PIN code, it is your child's responsibility to keep that PIN secret and secure in the same way that PIN codes for bank cards should be kept secret and secure. If someone does obtain and attempt to use the PIN, if your child thinks that might have happened they should let the School know as soon as possible and another PIN code can be allocated, however a credit for any purchases made up until the point of issue of a new PIN will not be able to be recovered or refunded.

**Q My child has an allergy. Will this be monitored through the Cashless System?**

A Yes – all allergy records registered with the school will be entered on to the Cashless System. When pupils attempt to purchase an item, which contains ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

**Q Can I dictate my child's dietary requirements?**

A The system will allow you to register any items that your child cannot consume due to dietary needs or religious reasons. Any such items must be confirmed in writing by the parent/guardian, and addressed to the School.

**Q Can I request a printed report of my child's meal intake?**

A Yes – the Cashless Catering Solution allows numerous reporting facilities, including dietary habits. These may be requested by contacting the School.

# Data Protection Information

NRS is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement.

NRS is registered as a data processor under the Data Protection Act (DPA) and operate at all times under the DPA Guidelines.

Schools' data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. Schools and Academies operate as Data Controllers under the DPA. All NRS Staff that may have administrator access to schools data for support purposes are Criminal Records Bureau (CRB) checked.

Information collected to implement a Cashless Catering system is outlined below.

Essential information collected		Optional information may be requested
Admission Number	Gender	Photographs
Surname	Date of Birth	UPN
Forename	Year	
From	FSM Allowance	

Nationwide Retail Systems Ltd does not sell, distribute or lease your personal information to third parties.

You may request details on personal information which we hold about you under the Data Protection Act 1998.

NRS removes all data from servers one week after the Cashless System has gone live within the school.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the address below.

Nationwide Retail System Limited  
Whaley Road  
Barugh Green  
Barnsley  
S75 1HT  
01226 732 200  
[support@nrsltd.com](mailto:support@nrsltd.com)

## What is a biometric algorithm?

The individual templates are encrypted using a 256 bit AES key that is built into the scanners hardware. Also the persisted file is encrypted using a different 256 bit AES key built into the matching algorithm supplied by Secugen and generated by a unique license purchased for each site. This is more secure than the ANSI and ISO standards that government department's use as the Secugen Template is encrypted and the ANSI and ISO standards are not. The template data is useless and cannot be interpreted back into a usable fingerprint image. If this was not the case then there would be no world standards and performance measures for such technologies. The data is stored in an array in the RAM of the Biometric Controller and is also permanently stored on the hard drive of the Bio Controller to be restored in the event of a reboot.

Below is an example of a template code for an individual finger.

```
OX417741414142514141414445415141414151415341414D415A4141414141414174  
774541414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D7  
04F517874517A706A4A395A31784935686C4177395366726E777645576357386C45  
73314B426F47443166694170675559704C763168423642682A7043
```

The solution is secure because the matching can only be done by the individual's consent as the finger has to be presented to the device for matching. We do not hold images of fingerprints in our system.

The technology provided for this method of identification meets with BECTA guidelines and also allows students the option to opt out of the scheme and use a PIN number instead.

Also under the Data Protection Act, the School or Caterer (the originator of the data) cannot allow access to this data by anyone for any other means than for the purpose the data was collected and that is to identify an individual within the solution we supply. Any biometric data that belongs to an individual that leaves the school is purged which also is in line with the BECTA guidelines.

# Biometric Systems

Under the Protection of Freedoms Act, at least one parent with children under the age of 18 must give consent before their child is registered with the biometric solution. For more details on the new legislation, please see visit the website below:

<http://www.education.gov.uk/aboutdfe/advice/f00218617/biometric-recognition-systems->

It is the responsibility of the School to collect, manage and monitor biometric consent forms. A consent form can be found on the School's website at

<http://www.henrybox.oxon.sch.uk/content/use-biometric-data-catering-payments>

## Benefits of the Trust-e Cashless Catering System

- o Increased speed of service reducing queuing times
- o Increased uptake on Free School Meals
- o Anonymity on Free School Meals, reducing bullying
- o Facility to pay online
- o No need to carry cash preventing loss/theft
- o Automatic alerts to stop pupils purchasing allergy trigger items
- o Students learn about important lifestyle control by monitoring their own accounts
- o Reporting facilities help decrease wastage and improve the overall efficiency of the meal service