

Parent's Information Pack

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Please use the information provided in this pack to notify and inform parents about the new NRS Cashless Catering System that's coming to your 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 the local authority are operating 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	Ethnicity
Forename	Year	School House Group
Form	FSM Allowance	UPN

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

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.

OX417741414142514141414445415141414151415341414D415A4141414141414174774541414C714777346C5869656D6C5749454
94A764A6B42466D6837616C4E764D704F517874517A706A4A395A31784935686C4177395366726E777645576357386C4573314B4
26F47443166694170675559704C763168423642682A7043

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.

Parent's Pack

Biometric Systems

Please feel free to use the sample letter below to inform parents about the schools new biometric Cashless Catering Solution. 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->

Please note that it is the responsibility of the school to collect, manage and monitor biometric consent forms.



Cashless system for parent payments (letter sent home April and May 2017)

Dear Parent/Carer

As I have mentioned before in the new school we will take full advantage of using new technologies and we will have improved IT facilities to support this. The new school will also have the technology to allow us to go cashless for students where parents/carers will pay into an account for school dinners and trips etc. This is common practice now in many schools both locally and nationally.

This will be phased in over the next few weeks with year 7 and 8 using this system in July. Year 9, 10 and Sixth Form, Year 12 will continue to use cash until September.

In order for this to happen there are two systems which will need to be set up.

- Firstly we will use a national and approved company called ParentPay. This system allows parents to pay money into an account to pay for school for trips, meals and other items.
- Secondly the other system allows for the student then “pay” for their school food by being identified at the till. This is a biometric system, supplied by a national company called Nationwide Retail. The form of identification will be an algorithm of a thumb print, not the actual thumb print.

There will be further information to follow with unique log in information regarding Parentpay for each family. Students in year 7 and 8 are having their fingerprints scanned on Thursday the 26th April.

As the ‘Live Date’ for the new Biometric Trust-e Cashless System Systems Ltd is imminent, we require the consent of at least one parent in order that the biometric information of your child can be processed. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not the actual finger print.

If you choose not to have your child registered the school will provide alternative methods of identification such as (4 digit PIN code). The preference of the school is to use biometrics as this is more secure, cannot be swapped and faster than any other method of identification and we appreciate your co-operation with regards to this matter.

Further information about ParentPay and Cashless payment can be found on our website at <http://www.glossopdale.derbyshire.sch.uk/Information-for-Parents/> .

Could you please therefore complete and sign the form below and return to your child's form tutor by no later than Friday the 20th of April.

Yours sincerely

Steve Playford

Principal

To: [Glossopdale School](#)

I/We confirm that we wish our child / children TO BE/NOT TO BE (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

I understand that I/we may withdraw my child's registration at any time in writing.

Child's Name	Form Name/Number	Relationship to Child
Name of Parent and/or Guardian	Signature	Date
Name of Student	Signature	Date

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 EPOS Terminal Biometric Reader, 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.

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.

Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to <https://www.parentpay.com/>

Q How can I check the credit on an account?

A This can be accessed via the schools online payment facility. <https://www.parentpay.com/>

Q Can I change my child's 'daily spend limit'?

A Yes – the amount your child can spend throughout one day can be changed by written request to (insert name of school contact). Please contact your school for information on the current spend limits in place.

Q What happens if my child's account is not in credit?

A A 'lend' can be processed at the EPOS terminal, which will then allow a meal to be taken.

An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal (again at the discretion of the school). The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

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 – due to the extensive security on biometric templates, no-one will be able to access your child's account. As a secondary precaution, a photo image is allocated to each pupil (at the schools discretion). If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown at the EPOS Terminal will alert the operator of a fraudulent sale.

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 (insert contact at 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 (insert name of contact).

Benefits of the Trust-e Cashless Catering

- 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