June 2021

Dear Parent/Carer

We are pleased to announce that The Sittingbourne Community College is installing a cashless catering system in July 2018. The new system will allow us to continue with the development of the school meal service, and will provide us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for pupils to carry cash throughout the day thus reducing the risk of bullying. It is also biometric (see FAQ's) so there is no need for pupils to carry a card as the system will recognise the thumb of your child at the revaluation pay points and at the tills.

We will commence operating the system on Monday 16 July and as such no cash will be accepted at the till points after this date.

All students will be given training on how to use the system.

Any amount of money can be paid into a pupil's account, and any money spent on food and drink will be deducted on a daily basis.

We only use online payments and all payment options are explained within the FAQ's attached.

A daily 'spend limit' of £5 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school finance office.

As per current legislation we will be operating an 'Opt In' policy and therefore require you to complete the attached form. If you choose not to have your child registered on the Biometric System a 4 digit PIN code will be allocated. Please note that PIN codes do not have the same level of security and it will be your child's responsibility to remember the code and keep it secure at all times.

The attached information should answer any questions you may have.

Yours faithfully

Nourish Catering

June 2020

Ref: YPE/era
Date: June 2021

Dear Parent/Carer

STUDENT BIOMETRICS – CASHLESS CANTEEN

As you will be aware from recent correspondence, we as a school will be going cashless in the near future. The cashless system will include our canteen and therefore from Monday 16 July, the canteen will no longer be able to accept cash payments at its tills.

The new payment system will identify your child by their fingerprint which means there will be no need for students to carry a card. Please be assured that data collected will remain within the school and that the biometric information taken is an algorithm (a process) and not your child's actual fingerprint. In order for this to work, we will be scanning your child's fingerprint on either Wednesday 4 July or Thursday 5 July.

If you choose not to have your child registered, the school will provide alternative methods of identification such as a 4 digit PIN code or a Smart Card (please note that this is not as secure as the fingerprint method as a PIN number or card can be lost).

Please find full information on our website (www.thesittingbourneschool.org.uk) in the form of a Parent Information Pack which includes more information about the new cashless system and how it works, data protection information and frequently asked questions.

Yours faithfully

Mr N Smith
Head of School

_____

I confirm that I wish for my child *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 may withdraw my child's registration at any time in writing to the school office.

Child's Name: ....

Child's Date of Birth: ....

Parent/Guardian Name: ....

Parent/Guardian   ....

Signature: Date: ....

Parent's Information Pack

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.

The processing of the data is carried out by the School/Catering Company under the General Data Protection Regulation (GDPR) and the Protection of Freedoms Act 2012

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 GDPR. All NRS Staff that may have administrator access to schools data for support purposes are Disclosure and Barring Service (DBS) 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.

NRS do not hold any data on premises and all setup and configuration is done on the school/council location.

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 ANSII and ISO standards that government department's use as the Secugen Template is encrypted and the ANSII 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.
0X4177414141425141414144454151414141514153414140415A41414141414141417477454
1414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D704F51787451
7A706A4A395A31784935686C4177395366726E6777645576357386C4573314B426F4744316
6694170675559704C763168423642682A7043

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.

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 and 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. If you have chosen to opt-out of this procedure, your child will be presented with a 4 digit PIN code.

Q   **How does my child register on a card system?**

A   Each child will be allocated a card designed specifically for use with the Cashless Catering System. Both swipe cards and MiFare cards are 'tagged' to each pupil or staff members account before being distributed to each account holder.

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.

Cash at the Revaluation Units (if applicable)

Revaluation units will be sited at different locations within the school. These can be used to top up accounts by the pupil/member of staff placing their registered finger or thumb on the Biometric Reader; swiping or tagging their registered card or by

entering their 4 digit 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.

Cheques (if applicable)
Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to (state school or council name) and have the pupil name and form written on the back. All cheques must be handed to (state location/name) and must be received by (insert time) prior to that day's commencement of service. Cheques received after this time will not be credited to the account until the following day.

Online Payments (if applicable)
We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to (state website of online payment provider and all additional information).

PayPoint – (if applicable)
You will be issued with a PayPoint card, which 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 below:

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, swiping or tagging their card or entering a 4 digit PIN code. The current balance will then be displayed. This can also be accessed via the schools online payment facility, if applicable.

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. Alternatively, money can be taken from an automatic overdraft account. (This is at the discretion of each individual school.)

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 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