

Parents 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
Admissions 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.

```
0X417741414142514141414445415141414151415341414D415A41414141414  
14174774541414C714777346C5869656D6C574945494A764A6B42466D68376  
16C4E764D704F517874517A706A4A395A31784935686C4177395366726E777  
645576357386C4573314B426F47443166694170675559704C76316842364268  
2A7043
```

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.



(School Header Here)

The Live Date for the new Cashless System is: (ENTER YOUR LIVE DATE)

(Date)

Dear Parent

We are pleased to announce that (Name of school) is installing a cashless catering system in (month/year). 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 (day/date) and as such no cash will be accepted at the till points after this date.

All students and staff 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 & drink will be deducted on a daily basis.

We have three payment options available to you – **online payments, coin and note payments at the revaluation pay-points and by cheque (delete as applicable)**. All payment options are explained within the FAQ's attached.

A daily 'spend limit' of (state amount in £'s) 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 but if this is not the case a parent's information evening is to be held in the school dining area on (day, date, time) when the new cashless system will be introduced and any further questions answered.

Yours sincerely

SAMPLE 'OPT IN' FORM TO PARENTS

(SCHOOL HEADER HERE)

The Live Date for the new Cashless System is: (ENTER YOUR LIVE DATE)

(Date)

Dear Parent

As the 'Live Date' for the new Biometric Trust-e Cashless System supplied by Nationwide Retail 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** or **Smart Card**). The preference of the school is to use biometrics as this is more secure and faster than any other method of identification and we appreciate your co-operation with regards to this matter.

Could you please therefore complete and sign the form below and return to (**name of school staff member**) by no later than (**date prior to registration**).

Yours sincerely

To: (Name of 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

Parent's Pack

Card ID Systems (Swipe Card/MiFare Card)



(School Header Here)

The Live Date for the new Cashless System is: (ENTER YOUR LIVE DATE)

(Date)

Dear Parent

We are pleased to announce that (Name of school) is installing a cashless catering system in (month/year). 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.

We will commence operating the system on (day/date) and as such no cash will be accepted at the Till Points after this date.

All students and staff 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 & drink will be deducted on a daily basis.

We have three payment options available to you – **online payments, coin and note payments at the revaluation pay-points and by cheque (delete as applicable)**. All payment options are explained within the FAQ's attached.

A daily 'spend limit' of (state amount in £'s) 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.

The attached information should answer any questions you may have but if this is not the case a parent's information evening is to be held in the school dining area on (day, date, time) when the new cashless system will be introduced and any further questions answered.

Yours sincerely

Parent's Pack

Primary School System



SAMPLE LETTER TO PARENTS

(School Header Here)

The Live Date for the new Cashless System is: (ENTER YOUR LIVE DATE)

(Date)

Dear Parent

We are pleased to announce that (name of school) is installing a cashless catering system in (month/year). 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.

We will commence operating the system on (day/date) and as such no cash will be accepted at the till points after this date.

All students and staff 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 & drink will be deducted on a daily basis.

We have three payment options available to you – **online payments, coin and note payments at the revaluation pay-points and by cheque (delete as applicable)**. All payment options are explained within the FAQ's attached.

A daily 'spend limit' of (state amount in £'s) 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. A 4 digit PIN Code will be allocated to each parent/member of staff to access the system.

The attached information should answer any questions you may have.

Yours sincerely

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. 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 – only applicable through ParentPay (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