Biometrics and the Cashless Catering System

Overview

Chantry Academy operates a cashless catering system, Trust-e, provided by Nationwide Retail Systems Ltd (NRS).

This is a system that incorporates the latest technology and eliminates the need to carry cash throughout the day, therefore reducing the risk of loss, theft or bullying. It is also biometric so there is no need to carry a card as the system will recognise the thumb or finger of your child at the revaluation pay points and at the tills. No cash is accepted at the till points.

Benefits the "Trust-e" cashless system brings to the Academy:

- Increased speed of service reducing queuing times;

- Automatic Free Meal allocation with the student remaining anonymous;

- Specific food allergy ingredients can be barred automatically.

- Healthy eating is encouraged.

- Facility to pay online discourages the misuse of school dinner money through spending in shops outside of the school grounds;

- Alleviates many of the associated problems with the use of cash in schools i.e. loss, theft and bullying;

- Automatic alerts to stop students purchasing trigger items;

- Students learn about important lifestyle control by monitoring their own accounts;

- Overview of student accounts: ability to confirm money paid into the accounts and various other reports on all aspects of the system.

What is a Cashless System?

A cashless system is used for the payment of school meals, where no cash is taken at the point of sale. Each student and member of staff using the system will be allocated an account, much like a bank account. This information is held on a secure server and stores details of individual cash balances, records cash spent and cash received, records where money has been spent, on what food and the exact date and time the money was spent.

Data Handling

Certain data will be held on the system to enable accurate operation. This will include your child's surname, forename, gender, date of birth, year/tutor group, unique student number, photo, account balance, and free school meal entitlement as appropriate. This data will be handled under the guidelines of the Data Protection Act and only used by parties directly associated with the school. Access to this information is controlled strictly by Chantry Academy only.

Biometric data that is collected by the school is processed in accordance with the General Data Protection Regulation (GDPR) and with the guidance by the Information Commissioner's Office regarding the use of biometric data. In particular:

- The biometric data is stored securely to prevent any unauthorised or unlawful use within the boundaries of the EU.

- The biometric data is not kept for longer than it is needed, meaning that the school will destroy a pupil's biometric data if they no longer use the system, leave the school, or if consent is withdrawn.

- The school ensures that the biometric data is used only for the purposes for which it was obtained and that such data is not unlawfully disclosed to third parties.

Biometric Consent

The Protection of Freedoms Act 2012 advises that written parental permission should be obtained to use the biometric data of students.

From 25 May 2018 a child's consent is required under Data Protection Law, at approximately age 12 (in the absence of any disability/SEN affecting level of understanding). In practice, Chantry Academy will seek a child's consent (where parental consent is already in place) once a student starts Year 8.

Permission is sought from parents/children by way of a Consent Form. Once a parent/child has given consent, the consent is valid until a child leaves the school. Consent can be withdrawn at any time, the notice for withdrawal must be provided to the school in writing.

What is 'Biometric'?

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.

The registration scan takes only a few seconds, and is done by placing the thumb/finger on the Biometric Reader twice to obtain a matching template.

How does a Biometric System work?

The information of a student or staff member, who has been biometrically registered, is stored on a secure biometric controller within the school, which only our provider, NRS, can access with permission from the school. Once an account is credited, the student or staff member places their finger/thumb on the EPOS Terminal Biometric Reader (at the till), which looks up their account and allows them to purchase items using only this method of identification. A display will show the terminal operator the account holder's photo (if available), name, tutor group and current cash balance held within the system. The selected food items are entered into the system from the touch screen terminal while the product values and the total balance will show on the display.

June 2018

Non Biometric Students

For individuals not wishing to use the biometric aspect of the 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 student's responsibility to remember the code and keep it secure at all times.

What is a Revaluation Unit and how does it work?

If a parent/carer choose to give a student cash for their meals rather than crediting the account online via Parentmail, the student needs to load the cash onto their catering account using one of the two Revaluation Units in school.

First the student places their thumb / finger on the scanner mounted on the Revaluation Unit, the system will identify the individual and display their name and current cash balance held within the system. Alternatively, enter the 4 digit PIN code.

The second stage – coins / notes are inserted into the slot. Each incremental cash balance will show on the display, simply press the green lit button to complete the transaction.

How can you check your current balance held on the system?

A parent/carer can check the balance of their child's account via their Parentmail account.

Alternatively, using the Revaluation Unit a student simply accesses their account by placing their thumb / finger on the scanner; or entering their 4 digit PIN, there is no need to deposit any money. The individual's details will show on screen; press the green button when finished.

How do 'free meal' entitlements work?

The system works exactly the same for all students whether they pay or have a free school meal entitlement. The amount allocated for the free school meal will be entered onto the system daily and will be accessible at the appropriate meal time/s.

The system will then allow on a daily basis the required cash amount for each student to be allotted to their current cash balance. However, any under spend or missed meal will be identified by the system and will not be added to the next day's balance.

The student can also add extra cash on to his / her balance in the system by using the Revaluation Unit, or parent/carer can add online by debit / credit card via Parentmail +Pay or PayPal, to enable a greater daily spend than allocated by their free meal allowance.

All students in receipt of this benefit will retain complete anonymity.

What is mean by Dietary Control?

The system has the ability to bar a specific product or group of products from being sold to an individual throughout the day or at specific periods. Where a student has a food allergy or is diabetic, the sale of these products can be barred to that individual so it is impossible for that student to purchase these products through the system. This is accompanied by an on screen warning advising the till operator.

Am I able to have any information on how the system is being used?

Reports will be available to the school giving comprehensive information on aspects of use for each individual student as well as each day's service.

June 2018

If you have a particular concern about what your child is eating or spending on food at school, it will be possible to explore this in liaison with the school office / catering department.

If you use the Parentmail on-line payment method, you should have access to information on what food items your child selects each day, along with the breakdown cost of the meal/s and latest balance on your on-line account.

FREQUENTLY ASKED QUESTIONS

Q. How do I credit my account?

A. Online by debit / credit card via Parentmail +Pay or PayPal.

Alternatively, by Cash, into the revaluation machines on the Ground and First floors. These take £5, £10 and £20 notes, £2, £1, 50p, 20p, 10p, 5p coins – no copper is accepted.

The account must have sufficient credit on it in order to purchase food.

Q. My child brings in a packed lunch; does he / she still need a biometric registration?

A. It is recommended that your child has a biometric reading so they do have the ability to purchase a drink or the occasional meal should they so wish.

Q. When can I use the revaluation machine?

A. Before and after school, at morning break and at lunchtime.

Remember to credit your account before attempting to purchase food / drink.

Q. Can I have a say in what my child eats?

A. The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary need. This needs to be confirmed in writing / by email.

Q. How do I check if I have credit on my account?

A. Place your thumb / finger on the scanner on the revaluation machine – the balance on your account will be displayed. Press the green button to finish.

Q. I am entitled to a free meal, how does it work?

A. The allowance is credited each day to allow you to purchase your meal/s. (If not used, this allowance will not carry over to the next day).

Q. Can anyone else use my 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 student (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.

If you require any further information, please email the school office on admin@chantryacademy.org

June 2018

Biometric Consent Form – Parent/Carer

Child's name: ……………………………………………………..

Date of Birth: ……………………………………………………..

Tutor group (if known): …………………………………………..

I DO/ DO NOT consent (please delete as applicable) to my child being registered on the Academy's Biometric Cashless Catering System, for their use in purchasing food / refreshments and for borrowing books from the Academy library.

I understand that I may withdraw this registration at any time in writing:

Parent/carer name: ……………………………………………………

Signature: ……………………………………………………

Please refer to our comprehensive Pupil Privacy Notice on our website or hard copy held by the school office which records how we use information about you and what we do with it

June 2018

Biometric Consent Form – Student over 12 years of age

Student name: …………………………………………………………..

Date of Birth: …………………………………………………………..

Tutor group (if known): …………………………………………………..

I DO/ DO NOT consent (please delete as applicable) to being registered on the Academy's Biometric Cashless Catering System, for my use in purchasing food / refreshments and for borrowing books from the Academy library.

I understand that I may withdraw this registration at any time in writing:

Student name: ………………………………………………………….

Signature: ……………………………………………………………………

Please refer to our comprehensive Pupil Privacy Notice on our website or hard copy held by the school office which records how we use information about you and what we do with it

June 2018