



LUDLOW
C . E . S C H O O L

Biometric Cashless Catering System

FAQS

Frequently Asked Questions

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What is a Biometric Algorithm?



Frequently asked questions

Q: What is a cashless system?

A: A Cashless Catering System allows your child to purchase food and drink from our dining room, without money exchanging hands. It 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 a 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 student or staff member, who has been biometrically registered is stored on a secure biometric controller within the school. The provider, Nationwide Cashless Systems, can access this information 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, 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: 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 Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.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

The school has an online payment facility, details of which have been sent to you and are available on the school website.

Cheques

Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to **Ludlow C E School** and have the student name and tutor group written on the back. All cheques must be handed to the **school office** and must be received by **8.45am** prior to that day's commencement of service. Cheques received after this time will not be credited to the account until the following day.

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

A: This can be done by the account holder by placing their finger/thumb on the Revaluation Machine scanner. The current balance will then be displayed. This can also be accessed via the school's online payment facility.

The amount your child can spend throughout one day can be changed by written request to **the School Finance Office**.

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

A: A 'lend' can be processed at the terminal, which will then allow a meal to be taken. Alternatively, money can be taken from an automatic overdraft account. An automatic overdraft can be set up, which will allow the student/staff member to go into debit at the cost of 1 meal. The Cashless Catering System has a debt tracking facility and can send debt letters to overdue account holder.

Q: How do 'free meal' entitlements work?

A: All free meal entitlements will be entered on to the system. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the Free School Meal amounts. Students 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.

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 students 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.

Benefits of the Cashless System

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

Data Protection Information

Nationwide Retail Systems Ltd. (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 and those of GDPR 2018.

The school's data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. The school and The Bishop Anthony Educational Trust, are operating as Data Controllers under the DPA. All NRS staff that may have administrator access to the school's 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

NRS does not sell, distribute or lease your personal information to third parties.

You may request details on personal information which NRS 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 that NRS 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.

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.

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->