



Looe Community Academy

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Headteacher: Mrs H R Jenkins BSc

Reference: SPG/Catering

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Dear Parent/Carer

Cashless Catering System - Parental Approval

We are pleased to announce that the Academy is installing a cashless catering system, which marks the next phase of our development of the school meal service and will provide students with a more efficient, faster and ultimately higher quality dining experience.

This system incorporates the latest technology, encryption and security features and eliminates the need for students to carry cash throughout the day, so they won't forget or lose their dinner money, or spend it on other things. Those students on free school meals will be automatically credited by the Academy.

Our preferred method uses biometric finger image data where the system will recognise an electronic pattern generated by the unique features on a person's thumb or finger each time they use the payment scanner; it does not take or store the actual finger print. All information obtained for cashless payments remains within the Academy and is subject to data protection legislation.

We have four payment options available to you and money can be paid into a student's account as frequently as you wish:

- online by credit and debit card;
- at local outlets operating Pay Point;
- by cheque; and
- by notes or coins inserted by students in to a dedicated paying-in machine in the canteen.

The money spent on food and drink will be deducted on a daily basis. A daily spend limit of £3.50 will be programmed into the system, but this can be increased or decreased for any student by making a written request to the Academy.

The system also enables you to exclude your child from purchasing certain products for health, religious or economic reasons by making a written request to the Academy.

The key features of the system are explained in the enclosed 'frequently asked questions' booklet.

We will commence operating the system on return from the half term break on Monday 3 November 2014 and as such no cash will be accepted at the catering till points after this date. All students and staff will be given training on how to use the system.

We operate an 'opt in' policy and therefore kindly ask that you complete and return the attached form. If you choose not to have your child registered for the biometric option, a 4-digit PIN code will be allocated. Please note that PIN codes increase transaction times and do not have the same level of security; 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 then please do not hesitate to contact me.

Yours faithfully

Steve Green CMgr FCMI
Business Manager

encl.

Cashless Catering System - Parental Approval

Please complete and return to Student Services

Student's Name	Tutor Group

I confirm that I wish my child/children named above to be registered on the Academy's biometric cashless catering system.

I understand that I may withdraw their registration at any time by notifying the Academy in writing.

I would like to amend the daily spend limit from £3.50 to £_____.

I would like the payment system to prevent the purchase of the following products:

Name of Parent/Carer	Signature	Date

Frequently Asked Questions - Helpful Information from Nationwide Retail Systems Limited

Q Why is the Academy moving to a biometric cashless payments system?

A The Student Council have, for many years, asked that action be taken to reduce the queues at break and lunch times. Biometrically authorised transactions are by far the quickest means of paying for food and drink and the Academy expects students will now spend much less time queuing and more time eating, socialising or attending homework and other lunchtime clubs. Additionally, students on free school meals will now undertake the same transactions as all other students. Furthermore, parents and carers will be empowered by the ability to analyse their child's food and drink purchases and to block certain menu choices for their child for health, religious, economic or allergy reasons.

Q What is a cashless catering system?

A The Trust-e cashless solution is a purpose-designed system that removes cash at the point of sale to provide students with a faster, more efficient and more appealing school meal service.

Q What is biometric?

A Biometric is simply a method of identifying an individual person from their unique, natural features.

Q How does a biometric system work?

A An algorithm is generated from the image created by a finger or thumb scan, selecting between 50 and 130 points to form a unique pattern for that person. The system does not use fingerprints and therefore does not store any fingerprints. The pattern it creates is of use only in the cashless system.

Q How is biometric data stored and used?

A The information of a person who has been biometrically registered is stored on a secure Biometric Controller within the Academy, which only our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the person places their finger/thumb on the payment terminal scanner, which looks up their account details and allows them to purchase items using only this unique 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 for the new cashless system. At this time registration terminals will be placed in the Academy. Your child will attend at a requested time and they will be required to place their finger/thumb on a biometric sensor twice to obtain a matching template, which only takes a few seconds.

Q What if I do not opt in to the biometric system?

A If you have chosen to not opt in to biometric, your child will still be registered for cashless payments, but will be presented with a 4 digit PIN code instead of using finger image recognition. This takes longer for each transaction and the PIN must be kept secure by your child.

Q What methods of payment can be used to credit a cashless account?

A Any amount can be credited to an account as frequently as you wish 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 services:

a. On-line payments

We have introduced on-line payments via Parent Pay, the industry leader. Further details will follow once the Academy's Parent Pay account has been fully established.

b. PayPoint

You will be issued with a PayPoint card, which can be used to top up your child's account at your local PayPoint stores (there are 3 in Looe and 2 in Pelynt). Payments via PayPoint will take up to 48 hours to be credited. You can find your local stores at <http://www.paypoint.co.uk>

c. Cheques

All cheques must be received by 9.00 am prior to that day's commencement of service and have written on the back of the cheque the student's name and Tutor Group. Cheques received after this time will not be credited until the following day. Further details will follow.

d. Cash

A dedicated paying-in machine will be sited in the Canteen to top up a student account using the finger/thumb sensor or by entering the 4 digit PIN code. The following tender is accepted:

Notes -£20, £10, £5

Coins - £2, £1, 50p, 20p, 10p, 5p (please note – copper coins are not accepted)

Q How can I check the credit on an account?

A This can be done by the account holder placing their finger/thumb on to the paying-in machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the Parent Pay account.

Q Can I change the daily spend limit?

A Yes. The daily spend limit has a default of £3.50, but this may be changed by written request to the Academy.

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

A A 'lend' can be processed at the payment terminal, which will then allow a meal to be taken. An automatic overdraft of £3.00 will be set up to allow the student to go into debit while funds are sorted. Where funding is not resolved, letters will be sent to remind overdue account holders.

Q How do free school meal entitlements work?

A All free school meal entitlements will be entered on to the system prior to the go live day. The system will, on a daily basis, automatically allocate the appropriate accounts with the free school meal allowance of £2.30. Entitled students remain anonymous at all times as all students are processed in the exact same manner. Any monies not spent from the daily free school 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 nobody will be able to access your child's account. As a secondary precaution a photo image is allocated to each pupil. If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown on the payment terminal will not match and should alert the operator that a suspected fraudulent sale taking place.

Q My child has an allergy, how will this be monitored?

A All allergy records registered with the Academy will be entered on to the cashless database. When students attempt to purchase an item that has ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item. Please make sure the Academy is kept up to date on allergy and other conditions.

Q Can I dictate my child's dietary requirements?

A The system will allow you to register any items that your child is not allowed due to health or dietary needs, economic considerations or religious beliefs. Any flagged items will then prompt the till operative at the point of sale to withdraw those items, so it is really important that you discuss this with your child so that they are aware before purchasing. Any items must be confirmed in writing to the Academy by the parent/carer. Menus and tariffs are published on the Academy website.

Q Can I request a printed report of my child's meal intake?

A Yes. The cashless catering system provides for advanced reporting facilities, which includes dietary habits. These may be requested by contacting the Academy in writing.

Q What are the technical specifications of the biometric information?

A The individual templates are encrypted using a 256 bit AES key that is built into the scanner’s 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 departments use as the Secugen Template is encrypted and the ANSI and ISO standards are not.

Outside of the cashless system 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 Biometric Controller to be restored in the event of a reboot. Below is an example of a template code for an individual finger.

0X417741414142514141414445415141414151415341414D415A4141414141414174774541414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D704F517874517A706A4A395A31784935686C4177395366726E777645576357386C4573314B426F47443166694170675559704C763168423642682A7043

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 Academy is purged, which also is in line with the BECTA guidelines.

Q Can we have information on data protection from Nationwide Retail Systems Limited?

A NRS is accredited with ISO 27001 - 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.

The Academy’s data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. The Academy is operating as Data Controller under the DPA. All NRS Staff that may have administrator access to Academy 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 that may be requested
Admissions Number	Gender	Unique Pupil Number
Surname	Date of Birth	Ethnicity
Forename	Year	
Tutor Group	FSM Allowance	
Current photograph		

Nationwide Retail Systems Limited does not sell, distribute or lease your personal information to third parties.

NRS removes all data from servers one week after the cashless system has gone live within the Academy.

Under the DPA you may request details on personal information that we hold about you. 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.

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