

## Dear Parent/Guardian,

As a School communicating with parents is important to us. We use two new systems in line with the other secondary schools in Ceredigion and you may well be familiar with them if your children have attended other schools. These systems are:

1. **ParentMail** for Parental communications, emails, SMS and smartphone communications as well as collecting payments for school meals, trips and other items. ParentMail is in use in over 6000 schools.
2. **Senior School Only (Yrs. 7 – 13) NRS Cashless Catering** which manages the tills, purchases and catering element for staff and pupils, ensuring less time queuing, better service and easier payment via ParentMail. NRS are widely seen as the market leader in this field and have a massive presence in both schools and the retail environment.

These systems incorporate the latest technology and eliminate the need for pupils to carry cash throughout the day thus reducing the risk of bullying as well as supporting and removing any differences for pupils on free school meals. They will mean parents will have easier ways to pay for items and track how their child spends money. The school will also benefit from much less administration work, counting, reconciling and securing cash.

A daily 'spend limit' of £5.00 is programmed into the system. This can be increased or decreased for an individual student by making a written request to the school finance office.

### What you need to do now?

- Complete the biometric finger print consent form to and return to the school.
- Complete the ParentMail registration when you get an email or SMS message.
- Once you have registered for ParentMail and if you have a smartphone please download the free ParentMail app from the appstore.
- If you have any concerns or require help please contact the school office who will be happy to help.

### Biometric Finger Print Registration Consent

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.

At no point will a copy of the finger print be saved or shared with another organisation.

If you choose not to have your child registered the school will provide alternative methods of identification such as a 4 digit PIN code. 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.

## ParentMail Information to Parents

We are using ParentMail, a service used by over 6,000 schools, nurseries and children's clubs to communicate to parents and to collect payments. ParentMail will be beneficial to you because:

- Messages will get to you reliably and on time.
- We can send messages directly to mums, dads and other carers at the same time.
- Emergency or important information can be sent by text message.
- iPhone and Android Apps available for parents on the go.
- Secure and easy way to pay for meals and school trips.

To use the latest version of ParentMail all you need to do is verify your account. You will be sent either an email or text message from ParentMail, when you receive this please just follow the instructions below.

- If you have both a mobile number and an email address registered on your account, you will receive a registration invitation by text and email. You can decide which way you register – but you will only need to register once.

### Mobile registration:

Please click on the link from the text message and follow the verification process. You will be asked to enter some details, answer a security question to verify who you are and to set a password for your account.

### Email registration:

Please click on the link from the email and follow the verification process. As above, you will be asked to enter some details, answer a security question to verify who you are and to set a password for your account.

Please be assured that ParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other organisation.

If you have not received any contact from ParentMail within 7days please contact the school to update your contact information, as this may be out of date.

## NRS Information for Parents

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

Admission Number	Surname	Forename
Form Gender	Date of Birth	Year
FSM Allowance		

## Optional information may be requested

Photographs  
Ethnicity  
School House Group  
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](mailto:support@nrsltd.com)

## What is a biometric algorithm?

Each pupil and member of staff who consents will have their thumb print converted into an encoded token which can be used to pay for school meals in a similar fashion to logging onto an iPhone. The algorithm is secure and means that no one can ever store the actual finger print.

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

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.

```
0X417741414142514141414445415141414151415341414D415A41414141414141  
74774541414C714777346C5869656D6C574945494A764A6B42466D6837616C4E7  
64D704F517874517A706A4A395A31784935686C4177395366726E777645576357  
386C4573314B426F47443166694170675559704C763168423642682A7043
```

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 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** Your child will register 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 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.

**1. Cash machine**

Pupils/Parents can deposit cash by using the Cash machine located in Reception.

**2. Online Payments**

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).

**3. PayPoint**

Can be used by those who do not have bank account or prefer to pay with cash. It is also possible to pay into your child's account at your local PayPoint stores. Most Post offices, village shops and garages can process these payments. 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>

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

**A** This can be accessed via the schools' online payment facility ParentMail.

**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. You can however top up free meal accounts to boost the buying power.

**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.

## **Benefits of the Trust-e Cashless Catering System**

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals
- Facility to pay online
- No need to carry cash preventing loss/theft / bullying
- Automatic alerts to stop pupils 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 saving your school money