PARENTS' INFORMATION PACK

Nationwide
RETAIL SYSTEMS LTD

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 operates 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 that may be requested:
Admission Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	School House
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 ANSII and ISO standards that government departments 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:

0X41774141414251414141444541514141415141534141414D415A4141414141414174774541414C714777734
6C5869656D6C574945494A764A6B42466D6837616C4E764D704F517874517A706A4A395A31784935686C
4177395366726E777645576357386C4573314B426F47443166669417067555970 4C763168423642682A7043

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 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 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 On your child's first day in school they will be registered with the catering system. If you have given consent, your child will be required to place their 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. All students should register, even if their parents think they will never use the service.

Q **What methods of payment can be used to credit an account?**

A Any amount can be credited to an account by way of either 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.

Q **Cash at the Revaluation Units**

A A Revaluation Unit will be sited in the school hall. This unit can be used to top up accounts by the pupil/member of staff placing their registered thumb on the Biometric Reader or by entering their 4 digit PIN Code and then 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.

Q **Online Payments**

A Once your child has been registered with the catering system, secure online dinner money top-ups can be made using Parentmail, the school's current online payment provider.

Q   How can I check the credit on an account?

A   This can be done by the account holder either placing their thumb on the Revaluation Unit scanner or entering their 4 digit PIN code. The current balance will then be displayed. This can also be accessed via the schools online payment facility (Parentmail).

Q   Can I change my child's 'daily spend limit?'

A   We have set a daily spend limit of £10. This amount can be changed by written request to the school's Bursar.

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

A   A temporary 'overdraft' can be processed at the EPOS terminal, which will then allow one meal to be taken. This overdraft must be repaid at the earliest opportunity.

Q   How do 'free school meal' entitlements work?

A   All free school meal (FSM) 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 FSM 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. Extra money can be added to the pupil's account using either the online system or the Revaluation Unit.

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. 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 the school's Bursar.

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 Cher Smalley, Alliance in Partnership Catering Manager, on 01432 850271.