# Bio Metric Cashless System - Frequently Asked Questions.

## Q. Who provides the system and what is the relevant Data Protection Information

A. CIVICA is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected.

The processing of the data collected is carried out by Benton Park School under the General Data Protection Regulation (GDPR) and the Protection of Freedoms Act 2012

All the data collected remains the full responsibility of the school and we 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 CIVICA Staff that may have administrator access to school's data for support purposes are Disclosure and Barring Service (DBS) checked.

Information collected to implement a Cashless Catering system is outlined below.

| Essential information collected | | Optional information may be requested |
|---|---|---|
| Admission Number | Gender | Photographs |
| Surname | Date of Birth | Ethnicity |
| Forename | Year | School House Group |
| Form | FSM Allowance | UPN |

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

CIVICA do not hold any data on premises and all setup and configuration is done on the school location.

## Q. What is a biometric algorithm?

A.      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 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. 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.

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 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.

## 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 student or staff member, who has been biometrically registered, is stored on a secure biometric controller held within the school system, which only your provider, Nationwide Retail Systems, 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, 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     Registration days will take place on their transition visits and will be organised in a safe and secure manner.  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. If you chose to opt-out of this procedure, your child will be presented with a card to access the system.

## Q     How does my child register on a card system?

A     Each child will be allocated a card designed specifically for use with the Cashless Catering System. Both swipe cards and MiFare cards are 'tagged' to each student or staff members account before being distributed to each account holder.

## 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** – this is our preferred method using our ParentPay system.  If you require login details or support with accessing the system please contact financeteam@bentonpark.net

**Cash at the Revaluation Units -** A revaluation unit will be sited within the Dining Hall.  This can be used to top up accounts by the student placing their registered finger or thumb on the Biometric Reader; swiping or tagging their registered card followed by 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      How can I check the credit on an account?

A       This can be done by the account holder either placing their finger/thumb on the Revaluation Machine scanner or swiping or tagging their card. The current balance will then be displayed. This can also be accessed via the schools online payment facility, if applicable.

## 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 financeteam@bentonpark.net.  The current spend limit is £6 per day.

## 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. We will allow a student to 'borrow' funds to enable them to purchase a meal deal. They will be reminded to ensure that the account is topped up overnight or food is brought in from home the following day.  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 are 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. As a secondary precaution, a photo image is allocated to each student.

## 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.

## 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/carer and addressed to the Finance Team at school.

## 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 financeteam@bentonpark.net.