



# Bishop Wordsworth's School

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E-mail: [admin@bws.wilts.sch.uk](mailto:admin@bws.wilts.sch.uk)

Website: [www.bws-school.org.uk](http://www.bws-school.org.uk)

Head Master: Dr S D Smallwood BSc (Hons) PhD NPQH

25 May 2017

Dear Parent/Guardian

We are pleased to announce that Bishop Wordsworth's School is installing a cashless catering system in July 2017. The new system will enable us to improve our school meal service, providing us with a more efficient, faster, and ultimately better quality of service.

This system incorporates the latest technology which eliminates the need for pupils to carry cash throughout the day and reduces an administrative headache for parents. The system relies on pupils' biometric data (see FAQ's) so there is no need for pupils to carry a card as the system will recognise the thumb of your son at the tills and at the revaluation unit (which converts cash to credit).

We will commence operating the system on Monday 3 July 2017 and will not be able to accept cash at the tills after this date. All pupils and staff will be given training on how to use the system.

Any amount of money can be paid into a pupil's account (to 'top it up'), and expenditure on food and drink will be deducted from the account on a daily basis. There are two payment options available to you – online payments via [www.scopay.com](http://www.scopay.com) and coin and note payments at the revaluation pay-point. All payment options are explained within the FAQ's attached.

In line with current legislation we will be operating an 'Opt In' policy so require you to complete the attached form. If you choose not to have your child registered on the Biometric System a 4 digit PIN code will be allocated (please rest assured the biometric data is safe and compliant with the Data Protection Act – further detail is provided in the attached parents' information pack). Please note that PIN codes do not have the same level of security and it will be your son's responsibility to remember the code and keep it secure at all times.

Please complete and sign the enclosed consent form below and return to Mrs Sarah Hayward [sah@bws.wilts.sch.uk](mailto:sah@bws.wilts.sch.uk) (an express email from your known email address will also suffice) by no later than **Monday 5 June 2017**. No pupil will be allowed to register without parental consent.

The attached parents' information pack, provided by the supplier, Nationwide Retail Systems, includes information on biometric registration and Frequently Asked Questions (FAQs) which should answer any queries you may have.

Yours faithfully

Justin Moore  
Bursar

Enclosure:

1. Consent Form
2. Parents' Information Pack



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To: Bishop Wordsworth's School

I/We confirm that we wish our son / sons TO BE/NOT TO BE (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

I understand that I/we may withdraw my son's registration at any time in writing.

Child's Name	Form Name/Number	Relationship to Child
Name of Parent and/or Guardian	Signature	Date

Please return this form to Mrs Sarah Hayward, Student Information Officer, Bishop Wordsworth's School, Exeter Street, Salisbury, SP1 2ED or by email to [sah@bws.wilts.sch.uk](mailto:sah@bws.wilts.sch.uk)

# Parents' Information Pack

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Please use the information provided in this pack to notify and inform parents about the new NRS Cashless Catering System that's coming to your school.



# 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 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		Optional information may be requested
Admission Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	School House Group
From	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](mailto: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 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.

```
OX417741414142514141414445415141414151415341414D415A4141414141414174  
774541414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D7  
04F517874517A706A4A395A31784935686C4177395366726E777645576357386C45  
73314B426F47443166694170675559704C763168423642682A7043
```

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** Registration days will take place leading up to the 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. 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 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.

### Cash at the Revaluation Units

Revaluation units will be sited at different locations within the school. These can be used to top up accounts by the pupil/member of staff placing their registered finger or thumb on the Biometric Reader or by entering their 4 digit PIN Code 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.

### Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to [www.scopay.com](http://www.scopay.com)

**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 entering a 4 digit PIN code. 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 the school finance office. Please contact the finance office at Bishop's for information on the current spend limits in place (defaulted at £5 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. This will trigger an email reminder to top up the account.

**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.

**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.

**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 Sarah Hayward.

## 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, reducing bullying
- Facility to pay online
- No need to carry cash preventing loss/theft
- 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