Cashless Catering
Information for Parents

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**
Admissions Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	School House Group
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 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.

0X41774141414251414141444541514141415141534141414D415A414141414
1414174774541414C714777346C5869656D6C574945494A764A6B42466D6
837616C4E764D704F517874517A706A4A395A31784935686C41773953667
26E777645576357386C4573314B426F474443166694170675559704C763168
423642682A7043

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

What is a cashless system?

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.

What is 'biometric?'

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.

How does a biometric system work?

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 the system 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 Till Biometric Reader, which looks up their account and allows them to purchase items using only this method of identification.

How does my child register on the biometric system?

Registration days will take place in school and students will be notified of the dates. 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.

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

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

You can make online payments using the "Food and Drink" option on our existing WisePay system (currently used for trips and music payments) using your existing log-in details.

Cash at the Revaluation Unit

A revaluation unit will be sited in the hallway near Student Reception in St Julie's building. This 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.

How can I check the credit on an account?

This can be done by

> the account holder placing their finger/thumb on the Revaluation Machine scanner. The current balance will then be displayed.

> This can also be accessed via the schools WisePay online payment facility.

> Our Virtual Learning Environment, Moodle, will display the current balance each time the student logs on.

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

Yes – the amount your child can spend throughout one day can be changed by written request to the catering contractor, Taylor Shaw (catering@notredame-high.co.uk).

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

Students can get a cash loan from Student Reception to be entered into the adjacent revaluation machine. The loan is repayable in cash to Student Reception.

How do 'free school meal' entitlements work?

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.

Can anyone else use my child's account?

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 till will alert the operator of a fraudulent sale.