Trust-e Cashless Solutions
Nationwide Retail Systems Ltd

FAQ SHEET
Dual Recognition Biometric & PIN Cashless Payment System

What is a Cashless System?

A cashless system is used for the payment of school meals, where no cash is taken at the point of sale. Each student and member of staff using the system is allocated an account, much like a bank account. This information is held on a secure server which stores details of individual cash balances, records cash spent and cash received, records where money has been spent, on what food and the exact date and time the money was spent.

How are students and staff recognised by the system?

Customers can be recognised by either a biometric fingerprint scan or a PIN number.

Prior to the system going live all students and staff wanting to use the biometric facility will have their finger scanned. This finger scan is then converted into a number and stored on the system against that individual. Once the finger scan has been taken it is automatically converted to numeric form. No register of fingerprints is kept and it is impossible to reconstitute a fingerprint from the numeric reference *(see the separate section Biometric Registration below for further details).*

For students and staff not wishing to use the biometric aspect of the system, a PIN number will be allocated.

How is the Cashless System used to pay for a meal?

Students using the biometric system simply place their thumb / finger on the fingerprint scanner at the till point. Students using a PIN type in their PIN number to the PIN pad provided. In both cases, the cashier will then be able to see the student's photo, name, tutor group and current cash balance. The cashier will then enter the selected food items into the system from the touch screen terminal and the item values and total balance will be displayed.

How is money entered into the system?

(a) The preferred method is for payments to be made online using ParentPay. See http://www.colytongrammar.devon.sch.uk/parentpay/index.htm for further details of how to use ParentPay to pay for meals and all kinds of other school visits and activities.
(b) Cheques made payable to Colyton Grammar School can be paid in at the Admin Centre. *If the payment is to be shared between two or more students, please identify each student with their full name and tutor group and state how the payment should be shared.*

If I pay for school meals a week/month/term at a time, can it all be spent in one day?

No, a global period spend limit is set up for all students and no purchases above that limit can be made.

Period	Global Limit
Breakfast	£3.00
Break	£4.00
Lunch	£6.00
Daily Limit	£20.00

These amounts can be varied for individual students by written request from the parents to the Catering Manager.

How can I check my current balance held on the system?
Use ParentPay to check the current balance for any student registered to your name.

What happens if there is no money in my account and I need to buy a meal?
The Catering Manager can authorise a one-day overdraft up to a maximum of £5.00. You will need to make sure this amount is repaid and the account topped up within 24 hours.

I am entitled to a free meal - how does it work?
The Free School Meal allowance (£2.14 per day – the price of a standard set meal) is automatically credited to your account each lunch time to allow you to purchase your meal. _Please note that if you do not use this allowance on a particular day, it will not carry over to the next day._

If you want to spend more than the Free School Meal allowance, you will need to place funds separately in your account, either by using ParentPay or paying by cheque at the Admin Centre.

How is my personal data protected?
The school is registered under the Data Protection Act 1998 and has to comply fully with statutory safeguards for protecting personal information. All data is held on servers situated in secure locations and with tightly controlled access. Secure backups are made daily.

For biometric users, the finger scan is automatically converted to numeric form. No register of fingerprints is kept and it is impossible to reconstitute a fingerprint from the numeric reference.

Biometric Registration

Each individual's finger and thumb prints are unique. The biometric cashless system will store only a section of the print as a unique number and not as an image.

The fingerprint identity is captured by scanning the finger or thumb with an electronic scanner, which passes light over the finger or thumb.

The result will be stored numerically, as a set of between 20 and 50 reference points, unique to the individual's print. Each reference point comprises of three numbers which are the X and Y co-ordinates and an angle of curve.

Please see the separate letter and consent form for using biometric data for further information.

The system does not store the image of the finger scanned.   **The stored co-ordinates are only of use in matching part of the individual's print and cannot be used for the purpose of reconstructing a print.**

The numbers will be held in a secure SQL database on a central server. Access to this database is strictly controlled by the school and will only be granted to members of the Support Staff who are responsible for administering the system.

For further information about the use of biometric data in schools, see the Department for Education guidance at
http://media.education.gov.uk/assets/files/pdf/p/biometrics%20advice%20revised%2012%2012%202012.pdf

Can my fingerprint be used for anything else?
The school cannot use the fingerprint information for any other purposes than those for which it was originally collected. The school will only use your fingerprint for the cashless catering system.