

1st March 2016

Dear Parent/Carer

Coming soon - Online payments to school with ParentPay

Starting from Monday 11th April 2016 we will be introducing a more convenient way to pay for school meals using a secure service called ParentPay.

ParentPay will be live at school on Monday 11th April 2016; from this date we will be working towards no longer accepting cash and cheque payments, making the school canteen a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

Continued

Using PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging in to your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are:

- McColls, 132 – 134 West Way, Stafford, ST17 9YF
- Spar, 140 – 146 West Way, Stafford, ST17 9YF
- Spar, 5 Cape Avenue, Stafford, ST17 9FL
- First Stop, 42 Wolverhampton Road, Stafford. ST17 4DA
- Lifestyle Paul's News, 1a Friars Road, Stafford, ST17 4AA

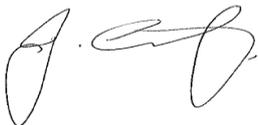
Please notify the School Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be charged. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

**You will receive your unique ParentPay Account activation details w/c
21st March 2016**

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours sincerely



Mr J Christey
Headteacher

ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540.

- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

For more information please visit www.parentpay.com

BIOMETRIC ALGORITHM

Frequently Asked Questions

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 (DBS) checked.

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 ANSI and ISO standards that government department's use as the Secugen Template is encrypted and the ANSI 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.

```
0X417741414142514141414445415141414151415341414D415A4141414141  
414174774541414C714777346C5869656D6C574945494A764A6B42466D6837  
616C4E764D704F517874517A706A4A395A31784935686C4177395366726E77  
7645576357386C4573314B426F47443166694170675559704C763168423642  
682A7043
```

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.

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 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 pupil 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 either by online payments of via Pay point. Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.

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, swiping or tagging their card 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.

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 Office.

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. Alternatively, money can be taken from an automatic overdraft account. **(This is at the discretion of each individual school.)**

An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal **(again at the discretion of the school)**. 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 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 the School Office.

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 the School's office.

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.

CONSENT FORM

As the 'Live Date' for the new Biometric Trust-e Cashless System supplied by Nationwide Retail Systems Ltd is imminent, we require the consent of at least one parent in order that the biometric information of your child can be processed. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not the actual finger print.

If you choose not to have your child registered the school will provide alternative methods of identification such as (4 digit PIN code or Smart Card). The preference of the school is to use biometrics as this is more secure and faster than any other method of identification and we appreciate your co-operation with regards to this matter.

Could you please therefore complete and sign the form below and return to the school office.

Please complete and return the tear off slip below.

To: King Edward VI High School

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

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

Child's Name	Tutor Group	Relationship to Child
Name of Parent	Signature	Date

Please return to the school office.