civica

Transforming the way you work

SPRINGFIELD SCHOOL

Schoolgateway

Biometric Cashless Catering

Parent Information Pack

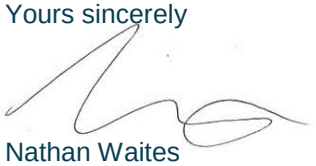
Dear Parent / Carer,

Please take the time to read the information provided in this booklet. It explains how our biometric cashless catering system works, and provides details about how the system is used in school.

It is important that we obtain your consent for your son/daughter to be registered on the system. A letter will be sent to you, which needs to be signed and returned to school.

We hope you and your child will benefit from this system, which makes the catering system more efficient and allows parents to monitor eating habits and spend.

Yours sincerely



Nathan Waites
Chief Financial & Operating Officer, and Data Protection Officer
The De Curci Trust

CIVICA Biometric Cashless Catering System
Frequently Asked Questions

Q What is a cashless system?

A Cashless Catering System is a solution which means pupils do not need to carry cash into school, and can pay for food electronically.

Q What is 'biometric?'

A Biometric is simply a method of identifying an individual person. The Cashless Catering 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 only of use in the Cashless Catering 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 the software provider, CIVICA, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the Biometric Reader, which looks up their account and allows them to purchase items using this method of identification.

Q How does my child register on the biometric system?

A Registration will take place in school. Your child will attend at a requested time, and will be required to place their thumb on the Biometric Reader twice to obtain a matching template, which only takes a few seconds. If you have not given permission for this procedure, your child will be presented with a contactless card.

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

We have introduced Schoolgateway online payments in partnership with the Civica Cashless Catering Solution. To make a payment online please download and register on the Schoolgateway App. You will then be able to check your child's balance, view their transactions, and top-up their account all from the Lunch Money section on the App. (Instructions can be found later in this booklet)

Cash at the School 'Top-up' Units

The 'Top-up' unit will be sited within the catering department at school. This can be used to top up accounts by the pupil/member of staff placing their registered thumb on the Biometric Reader; or by presenting their 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 parent through the School Gateway App.

A The pupil can also place their finger/thumb on the 'Top-up' machine scanner. The current balance will then be displayed.

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

A The current default daily spend limit is £7.50 for all pupils. It may be possible to change this by writing to the Catering Manager, Springfield School.

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

A We will allow only 1 meal to the value of £2.10 to be taken using an automatic overdraft. The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

Q How do 'free school meal' entitlements work?

A The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free school meal amounts of £2.10 per pupil. 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.

You can also 'top up' your child's account with money, so that they can buy more food, for example if they wanted to pay for food at break, and have a Free School Meal for Lunch.

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 using biometric. As a secondary precaution, a photo image is allocated to each pupil account. If your child is using a card, this is less secure, as it could be lost.

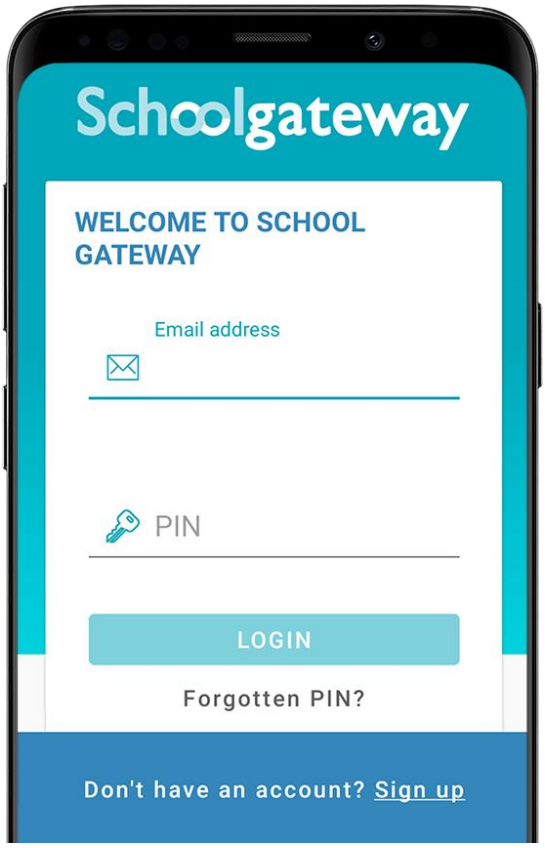
Q What happens if my child loses their card?

A We would encourage all children to register with their thumb print to minimise the risk of this happening. If a card is lost, a replacement card can be issued at a cost of £5.

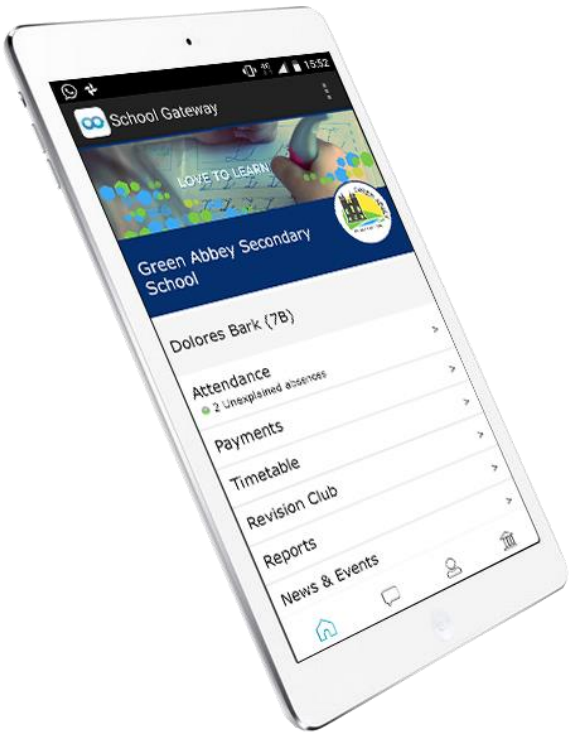
How to activate your Schoolgateway account

1. Download the Android or iPhone app.

Download on the App Store GET IT ON Google Play



2. Press **'Sign Up'** then enter the email and mobile number your school has on record. If you're not sure if they have the right details, it's best to check and update first.
3. Press **'Send PIN'**. You will receive a text message with your unique PIN.
4. You're now ready to log in and start using School Gateway.
5. If you don't have a smartphone or prefer to use a computer, you can set up your account using **the web version** of School Gateway.
6. See a video guide **here**

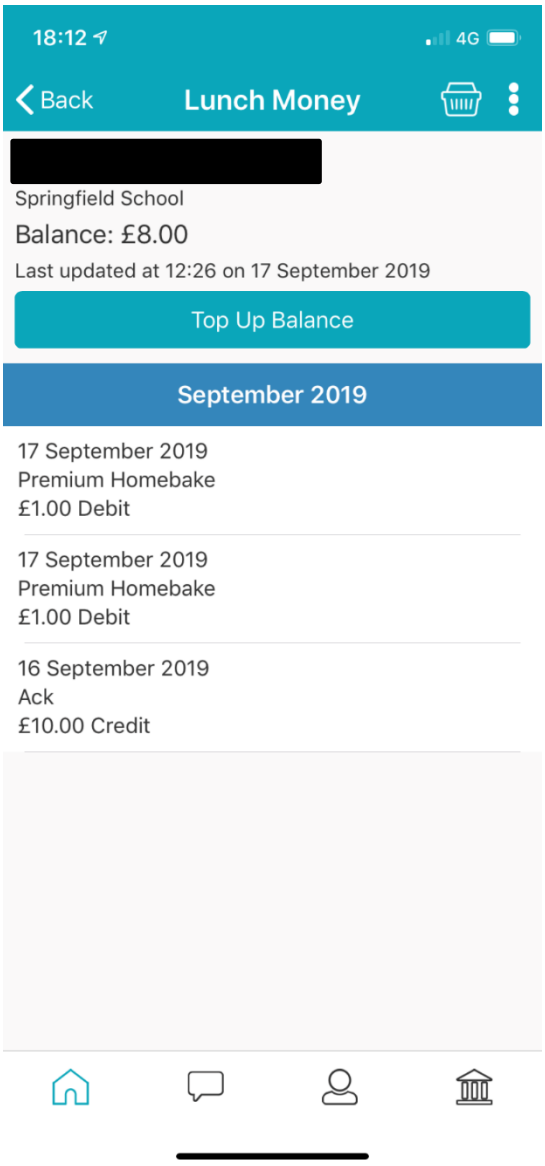


How to log in

1. Once you have your PIN, go ahead and launch the School Gateway app on your smartphone or tablet.
2. Enter the email you have registered with your school and the PIN you received. If you didn't get a PIN, it is likely because your school doesn't have the right contact info. Get in touch with them to check.
3. If both the email and PIN are entered correctly, hit **'Login'** and you're ready to start engaging with your school.
4. You can also access School Gateway **on the web**

How to top up your school gateway account

7. Once you have registered for the App and signed in, it should look like the screenshot on the right



8. If you select Lunch Money, then you should be able to see the balance, and a list of recent transactions.
9. Click Top Up Balance to add funds.
10. You will then be taken to a screen to enter your card details.
11. Once you have confirmed the transaction you will be emailed a receipt.

Benefits of the Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals,
- Facility to pay online
- No need to carry cash preventing loss/theft
- 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

Data Protection Information

CIVICA 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.

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

Springfield School's data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system.

Springfield School is operating as Data Controller under the DPA.

All CIVICA Staff that may have administrator access to schools 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/council location.

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 thumb:

0X417741414142514141414445415141414151415341414D415A414141414141474774541414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D704F517874517A706A4A395A31784935686C4177395366726E777645576357386C4573314B426F474431666941706755597 04C763168423642682A7043

The solution is secure because the matching can only be done by the individual's consent as the thumb 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 Card 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.