



Dear Parent / Carer

Cashless Catering at Langtree

We are very pleased to say that we operate a cashless catering system at Langtree. This system provides us with a more efficient, faster and ultimately better quality of service in partnership with Aspens the school caterers.

This system incorporates the latest biometric technology and eliminates the need for pupils to carry cash throughout the day, thus making life easier for our students, our catering staff, and hopefully our parents too! In addition, the system will allow parents to track how students are spending in the canteen, which is a significant added benefit.

Any amount of money can be paid into a pupil's account, and any money spent on food & drink will be deducted on a daily basis. A daily 'spend limit' of £5 will be programmed into the system. Parents will be asked to make payments to their child's account via the on line cash office on the school website, which we currently use for trips and visits payments. **Please note that the school cannot accept payments by cash or cheque for the cashless catering.**

The attached FAQ's, provided by Aspens, should answer any questions you may have. In addition, I have included some information regarding data collection with Nationwide Retail Systems (NRS), who will be handling the data we collect to allow students to access the cashless system. However, if you do have any further queries, please do not hesitate to contact the school.

Please complete and return the attached permissions form for the cashless catering system with your enrolment form.

Please note that a form for all students should be completed, including for any students who are eligible for free school meals.

Yours sincerely

Mr R Holroyd
Headteacher

Cashless Catering at Langtree

Please delete as appropriate:

- I give / do not give my consent for my son / daughter to be registered for the cashless catering system at Langtree school using biometric technology.
- I have read the information provided by NRS regarding the collection of the relevant data.
I am prepared / not prepared to agree to these terms and conditions.

Full Name of Student: _____ Tutor Group: _____

Name of Parent / Carer: _____

Signature of Parent / Carer: _____ Date: _____

Should your child have a specific dietary need or allergy please complete and return the dietary requirements form.

Please tick this box if you have completed the dietary requirements form.



Special Diets/Allergy Form

Aspens are committed to providing meals for children with special diets for medical and cultural requirements. Where possible we work closely with our suppliers and aim to be as accurate as possible but it must be noted that we can only be guided by the information the suppliers provide, similar to the process of a parent catering for a special diet.

It is essential that all parties concerned work together when providing a safe, special diet and that this is reviewed with every menu change. Therefore, please ensure this form is fully completed.

If the parents and Head teacher are happy, we will also display a 'Food Allergy Record Sheet' and a photo of the child on the kitchen wall near the server.

It is vital that all forms are accompanied with a referral letter from a medical professional (GP/consultant/dietician). It is important the unit manager or supervisor have met the child requiring the special diet to ensure they give the right meal to the right child. This form should be handed into the school and discussed with them in the first instance.

Child Details					
Child's Name				Male	Female
Class					
Date form issued to the school and to whom					
Diet required or allergy information (please tick)	Peanut	Milk	Crustacean	Soybean	Fish
	Celery	Nuts	Sesame Seeds	Mustard	Lupin
	Eggs	Molluscs	Gluten	Sulphites	*Other
	*Other - Please state				
Cultural requirements					
School Details					
Name of School					
Is the Head teacher/Business Manager involved/aware		Aspens Operation Manager name			
Unit Manager name					
Production kitchen address (if different)					
School contact regarding special diets/allergies					
Parent/Guardian Details					
Main contact name and relationship					
Main contact - phone number and email address					
Second contact - name and relationship					
Second contact - phone number					
Other Information					
Has a photo ID form been completed and issued to the kitchen?		Has the Unit Manager been informed?		If EpiPen/ medicine is needed, who is the contact in school and is it kept on site?	

Data Protection Information

Nationwide Retail Systems Ltd (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.

Langtree School data will remain the responsibility of the school and Langtree School will remain fully in control of accessing, managing and updating all student data within the system. Langtree School operates as Data Controllers under the Data Protection Act (DPA). All NRS Staff that may have administrator access to Langtree School's data for support purposes are Criminal Records Bureau (CRB) checked.

Information collected to implement a Cashless Catering system is outlined below.

Essential information collected:

- Admission Number
- Forename
- Gender
- Surname
- Date of Birth
- School Year
- School Tutor Group
- FSM Allowance

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

CASHLESS CATERING: FAQ's

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. A 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 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.

```
OX417741414142514141414445415141414151415341414D415A4141414141414174774541414C714777346  
C5869656D6C574945494A764A6B42466D6837616C4E764D704F517874517A706A4A395A31784935686C417  
7395366726E777645576357386C4573314B426F47443166694170675559704C763168423642682A7043
```

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 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 able to access the system using their 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, via on line payments to the school's cash office, which is accessible on the school's website.

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 school's 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 Langtree School. Please contact your school for information on the current spend limits in place.

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. Students will be required to collect a form from the front office in order to qualify for a loan on the day. Please note that 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 school's 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: langtree.school@aspens-services.com

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: langtree.school@aspens-services.com