

**BioStore**

**FASTtrak**



## Cashless Catering

### IMPORTANT NOTES FOR PARENTS & CARERS

#### Background to the use of biometrics in school

For the sake of clarity, biometric information is information about someone's physical or behavioural characteristics that can be used to identify them. There are many possible biometrics, including for example, a digital photograph, fingerprint, or hand shapes. As part of our identity management systems, we will record a biometric measurement taken from a finger, but not a fingerprint image. The information is stored in a highly secure database and will only be used by the school to confirm who is using a range of services. In future we may use other biometric services where appropriate.

Our chosen solution allows us to use a secure database holding biometric data for use with a range of services. This means we will store the least amount of data possible. This reduces the risk of loss of data.

The data that is held cannot be used by any other agency for any other purpose. The school will not use the biometric information for any purpose other than that stated above. The school will store the biometric information collected securely in compliance with the General Data Protection Regulation (GDPR), which comes into force on 25 May 2018. The school will not share this information with anyone else and will not unlawfully disclose it to any other person.

**Please see the school's Privacy Notice, which can be found on the school website, for information about how the data you provide is collected, stored and shared.**

Children under 18 who do not have permission will not be able to use existing or new biometrics when using services in the school.

If you do not wish your child to use the biometric system we will provide reasonable alternative arrangements that allow them to access current and future services.

Should you agree to the processing of your child's biometric information, it is important that you tick the 'yes' box in section 8 of the Parental Consent form. Please note that when he/she leaves the school his/her biometric data will be permanently deleted. If for any reason you or your child would like their biometric data permanently deleted while they are still at the school please contact the school's Data Manager at [njclark@corfehills.net](mailto:njclark@corfehills.net).

If you would like to discuss this in more detail, please contact the school's Data Manager via the above email address.

## **FREQUENTLY ASKED QUESTIONS**

### **What is BioStore?**

BioStore is a central database located within a school, which stores the information which identifies students uniquely to each of the applications used at the school.

BioStore requires each student to register only once, usually by placing a finger on a fingerprint scanner, although other identification methods are available.

### **Why use BioStore instead of other existing identification methods?**

With a Biometric system, students cannot borrow or steal credentials from each other, reducing the opportunities for bullying. Queues are reduced, because the rate of identification of students is quickened. Students do not need to carry cards, remember PIN numbers, or use cash to buy a meal.

Biometric systems save time and money for both school and students because the need to replace lost cards and forgotten passwords is eliminated.

### **Does BioStore record images of individual fingerprints?**

BioStore does not store images of fingerprints on its system, and never will. Only mathematical representations of certain points of a finger image are recorded, typically between ten and sixty depending on the characteristics of the finger. This mathematical data is encrypted and is called a template. The data is extremely secure in its encrypted form, and even if it were not encrypted it would be impossible to recreate the original fingerprint image from the stored data.

### **Is it possible to recreate a fingerprint from the data stored by BioStore?**

No, the BioStore system only stores a short string of encrypted numbers, too little data for the original print to be reconstructed.

### **How secure is the stored data? What would happen if somebody stole it?**

The BioStore database is protected by a licence key, meaning that the database and any backup of its contents can only be accessed on licensed hardware. The hardware is stored in the school's own secure facility, so that the encrypted data is only available to the registered licensee. Even if a school's security were to be compromised and a backup of the database stolen, the encrypted data would still be unreadable, even by another school.

### **If I lose my bankcard then it can be replaced. But I can't replace my finger. If a template is stolen, have I lost my identity forever?**

The simple answer is no. The fingerprint template stored in the database is merely a string of encrypted numbers. If this string of numbers were to be removed from the database, it would be useless, because it cannot be recognised as a fingerprint. A fingerprint scanner checks for a real finger – it does not recognise a string of numbers.

### **Could the police or a court of law use the fingerprints stored in a BioStore database?**

BioStore does not store fingerprint images. The recorded templates are comprised of a set of numbers which represent each person. This set of numbers will be unique within populations of hundreds, or a few thousands, of people. However, in a wider population the system is not accurate enough for the templates to be usable for forensic matching with any degree of certainty. A court of law would not be able to use this information as evidence.

### **What happens about twins, or someone who has hurt their finger?**

Even identical twins have different fingerprints, and will not be mistaken for each other by BioStore. In very rare cases there are people who are born without fingerprints. Occasionally someone's fingerprints may deteriorate because of exposure to some chemical products, and sometimes temperature changes can cause reduction in fingerprint quality. However, a cut finger would not cause any problem for BioStore, unless it resulted in major disfigurement.

### **Is there any alternative for students who are unable to provide biometric data for some reason, such as a disability?**

Alternative identification methods, such as a PIN number or name and photo identification, are always available in BioStore systems. Students unable to provide biometric data can opt to use one of these methods, as can any student who prefers not to use biometrics.

### **If I object to my child being fingerprinted, what will happen?**

The school will issue any student who wishes to opt out of the biometric system with an alternative method of identification.

### **Cashless System**

A cashless system allows for parents and students to top up their own accounts before entering the canteen. This allows for quicker serving times. The system recognises each individual student, holds individual cash balances, records cash spent and cash received, records where money is spent, on what food, on any specific date and time of day.

### **How are students recognised by the system?**

Each student will have their fingerprint registered which will then be translated to an Alpha Numeric number. The image is then discarded. When used this will then enter them into the system program and identify them by a number.

### **How is this then used to obtain a school meal?**

The student simply places their finger on a scanner at the point of sale; a display will show the server the student's name, class and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard while the amount spent and the new cash balance will show on the display.

### **How is money entered into the system?**

- (a) By Online Payments (further details will be provided in due course).  
A parent / Carer would 'log-on' using a secure user name & password to 'top-up' their child's account online using the internet.
- (b) Any queries are to be directed to the Finance Office.

### **How does a student check what is their current balance?**

A Remote Display at the point of sale will show the new cash balance when the food service is finished.

### **If we pay for a set number of school meals, can it be spent in one day?**

No, a daily spend limit of £5 will be set for all Year 9, 10 and 11 students and no food or drinks above that limit can be bought.

### **What about students entitled to a 'free school meal'?**

The system works exactly the same for all students whether their parent or carer puts money on their account or the school pays for a free school meal. All students have their own account to use in exactly the same way.

The amount allocated for the free school meal will be entered into the system by the software daily and will only be accessible at break time and lunch time.

The system will then allow on a daily basis the required cash amount for each individual student to be allotted to their current cash balance. However, any under spend or missed dinner will be identified by the system and will not be added to the next day's balance.

The student can also add extra cash on to his or her balance in the system to enable a greater daily spend on the school dinner than allocated by their free meal allowance. As the allowance can only be spent on restricted items, extra cash added into the system can also be used for break time snacks.

There will be no queuing to be issued a 'free meal' ticket or having the student's name entered into the 'free meal' register at the till point.

### **Will students have problems in using this system?**

Some students may find it difficult to control their accounts for the first couple of weeks, but because of a daily spend limit, most learn this important life skill very quickly and will enjoy being in control of their account.