



Dear Parent/Carer

BIOMETRIC CASHLESS TILL SYSTEM FOR OUR CATERING SERVICES

The school uses a cashless system in our catering outlets: Bailey Hall, Kennion Atom Café, Milton Galleries and Milton Express (Sixth Form). The system provides a faster service by speeding up payment at the tills and thereby reducing queue time which is one of the main concerns expressed by our students.

Students use their right hand thumb (or one of their fingers) to record their payment at the till. The system uses the latest biometric technology by taking an image of specific points of the thumb which is then converted to a unique numeric algorithm and stored against your child's individual catering account. Parents/carers can be assured that images cannot be used by any other source for identification purposes. This data is stored securely at The Blue School and not on a remote Cloud storage server.

Parents/carers can use Tucasi, our online payment system, to top-up their child's personal catering account. However, students can also make cash top-ups to their personal catering account via two cash top-up machines, one installed in Kennion Foyer and the other in Milton Galleries. To speed up service, cash is not accepted at any of our catering outlets when purchasing items.

Under the Protection of Freedoms Act 2012 (sections 26 to 28), the Law places specific requirements on us when using personal information about our students for the purposes of an automated biometric recognition system. We are required to notify each parent/carers and obtain the written consent of at least one of you before your child can use the system. However, consent given by one parent/carers will be overridden if the other parent/carers objects in writing. Similarly, if your child objects, the school cannot collect his/her biometric information for inclusion on our system. In such cases, if you or your child chooses not to have their biometric information registered, a unique PIN number will be issued to them to remember and use via a numeric keypad at our catering outlets.

For more information, please see the FAQs overleaf or contact myself or Melanie Sansom on 01749 836262.

If you wish to give your consent to the processing of your child's biometric information for the purpose of our catering service only, please sign, date and return the attached form either by post or via your child to Reception or to one of our Catering outlets.

Through our catering payment service we aim to improve the break and lunch-time experience for all our students by reducing the amount of time they have to spend in queues.

Yours sincerely

Robert Salt
Business Manager



FREQUENTLY ASKED QUESTIONS

Q. Will The Blue School be taking fingerprints and can these be used elsewhere?

A. No. Fingerprint images are not stored on the system. Specific points of the scanned thumb image are converted to a unique numeric algorithm and then stored in the student's account record. Data is also only stored on The Blue School premises and not on a cloud server. Students and parents/carers can therefore be assured that images cannot be used by any other source for identification purposes.

Q. Can anyone see a thumb image?

A. Thumb images are not stored on the system and from the unique number it is impossible to reverse engineer to an image and thereby identify the individual.

Q. What happens when a student leaves The Blue School?

A. All biometric information will be securely deleted by The Blue School.

Q. What alternative is there if we do not consent to the new biometric system?

A. Students will be issued with a unique pin number to remember and enter on a numeric pin pad connected to the catering terminals.

Q. What happens if the student hurts their thumb, wears a plaster or forgets their pin number?

A. The account details can be retrieved by searching on a student's forename/surname. An image of that student will be displayed, so that the Catering Assistant can confirm that the correct account has been accessed.

Q. How do students purchase meals/refreshments?

A. They simply place their right thumb on the reader. Their biometric pattern is scanned and then converted to their unique account number, which is then debited.

Q. How can I check my account balance?

A. The balance available is displayed on a customer screen at the catering terminal at each transaction. Students can also check their balances at the cash top-up machines. Parents/Carers can continue to check balances, as currently, via the Tucasi Online Payment System.

Q. What if my child is entitled to Free School Meals?

A. The system works exactly the same for all students whether they pay directly or are entitled to FSM. The set allowance will be electronically placed onto the student's account each day (the allowance is not rolled over) but additional cash can also be added to enable a greater daily spend if required. This is retained separately and is only used when the free meal entitlement has been used in full.

Q. Is there a limit to how much can be spent in one day?

A. Yes. There is currently a default limit of £3.50 spend per day for Y7 to Y11 students, however parents/carers can increase or decrease this for their child as they wish by contacting the Finance Office. Please see Blue School website for more details.

Q. Can my child still get some food or drink if there is no credit on their catering account?

A. No. Regardless of the introduction of this new system, regrettably due to past debt recovery issues we cannot provide food or drink in lieu of future payment. Students will not be able to purchase food or drink at the catering outlets unless their catering account is in credit to the total amount of their purchase. Students can check their balances at the cash top-up machines. Parents/carers can review balances via their Tucasi account.

CONSENT FORM FOR THE USE OF BIOMETRIC INFORMATION IN SCHOOL

Having read guidance provided to me by The Blue School, I give consent to my child's biometric information being taken and used by The Blue School as part of an automated biometric recognition system for the administration of the new cashless catering system only.

I understand that I can withdraw this consent at any time in writing.

I understand that my consent can be overridden if my child's other parent/carer objects in writing.

Name of Student:..... Tutor Grp:.....

Name of Parent/Carer:.....

Signature of Parent/Carer:.....

Date:

PLEASE RETURN this consent form to The Blue School Reception, to a Catering outlet or by post FAO: Finance Office, The Blue School, Kennion Road, Wells, Somerset, BA5 2NR.

