

June 2022

Biometric Cashless Payment System

Dear Parent/Carer,

At Hodge Hill College, we operate a biometric cashless payment system in the canteens.

This system enables us to deliver a more efficient and effective catering service for our pupils, parents, and staff, whilst at the same time helping the caterers to continue to provide wholesome, healthy, and enjoyable school meals at a reasonable price. In the future, this system has the potential to allow us to enhance and improve the efficiency of our registration, exam entry, and library systems.

This biometrics cashless catering system offers many benefits to pupils, parents, and staff and a few are mentioned below:

Pupils:

- Reduction in queuing times through rapid and more efficient till service
- Supports healthy eating programmes via a reward/points system
- Monitors nutritional intake
- No distinction made between paying pupils and those entitled to receive Free School Meals
- Reduction in catering wastage through the use of a pre-order facility

Parents:

- Provide parents with a breakdown of what their child has spent their lunch money on via online payment system
- Reduced cost, improved administration, efficiency as there is no need to replace lost, damaged, or stolen cards
- Spending is controlled by setting daily spending limits for individual pupils
- Opportunity to sign up for text alerts to top up your child's account

We need your consent to do this, please carefully read the enclosed information then return the signed consent form to the School Office by **Wednesday 29 June 2022**.

Yours faithfully,



Hannah Herrmann
Headteacher

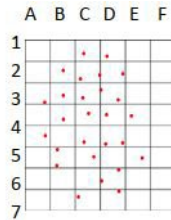
SOME KEY QUESTIONS AND ANSWERS ABOUT THE BIOMETRIC CASHLESS CATERING SYSTEM

What is a biometric cashless system?

A software program that recognises each individual customer, holds individual cash balances, and records expenditure and cash received. It also records where and when money is spent and on what food.

How are pupils and staff recognised by the system?

By a biometric measurement which takes a part image of some of the coordinates of the finger. This information is then converted and stored in the system as a unique number.



A3A5B2B3B4B5
B6C1C2C3C4C5
C6C7D1D2D3D4
D5D7E2E3E4E5
E6E7F6



The image is then removed and only the unique number remains in the system and cannot be converted back into any image of a finger nor can it be used by any other source for identification purposes.

What data will be held on the system?

Certain data will be held in the system to enable accurate operation. This will include the pupil's name, tutor group, photo, account balance, meal entitlement, and biometric number. This is not new data. Other than the biometric number, this data is already held on the school's administrative systems.

All the data will be handled under the guidelines of the Data Protection Act. The data will only be utilised for the purposes of the cashless catering system and will be destroyed when the data is no longer relevant (such as when a pupil leaves Hodge Hill College).

How is biometric system utilised to obtain food?

A finger will be placed on a biometric scanner at a till. This will activate an individual's account which will be displayed on screen for the catering operator. The operator will then enter the selected food and drink into the system from an itemised keyboard, while the amount spent and the new balance will show on the display.

How is money entered into the system?

Hodge Hill College will be moving to ParentPay for all of its payments which can be made online. An activation letter for ParentPay is enclosed.

How is the entitlement to a free school meal handled?

The system works exactly the same for all pupils whether they pay themselves or have a free school meal.

All pupils gain access to their accounts via biometric scanners. The amount allocated for a free school meal will be entered into the system daily by the software and will be accessible at break times.

Any under-spend of a Free School Meals allowance will be identified by the system and removed at the end of the day.

Pupils entitled to a free school meal can add money to their account as other pupils.

June 2022

Online Payments to School with ParentPay

Dear Parent/Carer,

We have introduced a more convenient way to pay for school meals, and other school items online, using a secure service called ParentPay.

We no longer accept cash and cheque payments, making the school 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 have activated your account you can make online payments straight away.

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.

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

Yours faithfully,



Hannah Herrmann
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 will 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, Visa and American Express 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 Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection: <https://www.parentpay.com/schools/school-terms-and-conditions/>

The ParentPay Privacy Notice, which is available to end-users, provides further information on the processing activities undertaken by ParentPay: <https://www.parentpay.com/privacy-policy/>

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 02476 994 820.

I do not have a home PC so how can I use ParentPay?

Why not visit your local library, or 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.

AN INTRODUCTION TO OUR ONLINE PAYMENT SERVICE

What does ParentPay do?

- enables you to pay for school meals and other items such as uniform and trips
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows you to create a single account login across all your children that attend a ParentPay school
- shows you all items available for payment relevant to each of your children
- emails a receipt of your payment to the email address you register
- offers you the ability to set automated email/SMS payment reminders

How does ParentPay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- stops you having to write cheques or search for cash to send to school
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate, there is no waiting for cheques to clear
- payments for many of the larger trips can be made by instalments up to the due date
- you will never need to miss a payment, or have insufficient credit, with automated email/SMS alerts
- ParentPay is quick and easy to use

How does ParentPay help your school?

- reduces the administrative time spent on banking procedures
- keeps accurate records of payments made to every service for every student
- reduces paper 'waste'
- allows for easy and quick refunds to be made back to the Parent Account
- improves communication between the school and parents concerning payments
- offers a more efficient payment collection process, reducing the amount of money held on school premises
- helps us improve school-home communication with its integrated email/SMS messaging centre

How do you get started?

We will send you an activation letter containing your activation details to enable you to set up your ParentPay account.

If you have more than one child at a ParentPay school/s you can add them to a single account, providing one login for all children at ParentPay schools.

More information

More information can be found on the ParentPay website www.parentpay.com

Notification of Intention to Process Pupils' Biometric Information

Hodge Hill College wishes to use information about your child as part of an automated (i.e. electronically-operated) recognition system. This is for the purposes of paying for food in the canteen, borrowing from the library, accessing school printers, monitoring attendance and gaining access to secure areas around the site. The information from your child that we wish to use is referred to as 'biometric information' (see next paragraph). Under the Protection of Freedoms Act 2012 (sections 26 to 28), we are required to notify each parent of a child and obtain the written consent of at least one parent before being able to use a child's biometric information for an automated system.

Biometric information and how it will be used

Biometric information is information about a person's physical or behavioural characteristics that can be used to identify them, for example, information from their fingerprint. The school would like to take and use information from your child's biometric and use this information for the purpose of providing your child with food in the canteen, for borrowing from the library, accessing school printers, monitoring attendance and gaining access to secure areas around the site.

The information will be used as part of an automated biometric recognition system. This system will take measurements of your child's fingerprint and convert these measurements into a template to be stored on the system. An image of your child's biometric is not stored. The template (i.e. measurements taken from your child's biometric) is what will be used to permit your child to access services.

You should note that the law places specific requirements on schools and colleges when using personal information, such as biometric information, about pupils for the purposes of an automated biometric recognition system.

For example:

- a) the school cannot use the information for any purpose other than those for which it was originally obtained and made known to the parent(s) (i.e. as stated above)
- b) the school must ensure that the information is stored securely
- c) the school must tell you what it intends to do with the information
- d) unless the law allows it, the school cannot disclose personal information to another person/body – you should note that the only person/body that the school wishes to share the information with is Live Register Ltd. This is necessary in order to support and maintain the system

Providing your consent/objecting

As stated above, in order to be able to use your child's biometric information, the written consent of at least one parent is required. However, consent given by one parent will be overridden if the other parent objects in writing to the use of their child's biometric information. Similarly, if your child objects to this, the school cannot collect or use his/her biometric information for inclusion on the automated recognition system.

You can also object to the proposed processing of your child's biometric information at a later stage or withdraw any consent you have previously given. This means that, if you give consent but later change your mind, you can withdraw this consent. Please note that any consent, withdrawal of consent or objection from a parent must be in writing.

Even if you have consented, your child can object or refuse at any time to their biometric information being taken/used. Their objection does not need to be in writing. We would appreciate it if you could discuss this with your child and explain to them that they can object to this if they wish.

The school is also happy to answer any questions you or your child may have.

If you do not wish your child's biometric information to be processed by the school, or your child objects to such processing, the law says that we must provide reasonable alternative arrangements for children who are not going to use the automated system to pay for food in the canteen, borrow from the library, access school printers, monitor attendance and gain access to secure areas around the site.

If you give consent to the processing of your child's biometric information, please sign, date and return the enclosed consent form to the school.

Please note, that when your child leaves the school, or if for some other reason he/she ceases to use the biometric system, his/her biometric data will be securely deleted.

Consent Form for the Use of Biometric Information in School

Please complete the form below if you consent to the school taking and using information from your child's fingerprint by **Hodge Hill College** as part of an automated biometric recognition system. This biometric information will be used by **Hodge Hill College** for the purpose of paying for food in the canteen, borrowing from the library, accessing school printers, monitoring attendance and gaining access to secure areas around the site.

In signing this form, you are authorising the school to use your child's biometric information for this purpose until he/she either leaves the school or ceases to use the system. If you wish to withdraw your consent at any time, this must be done so in writing and sent to the school at the following address:

Hodge Hill College
Bromford Road
Birmingham
B36 8HB

Once your child ceases to use the biometric recognition system, his/her biometric information will be securely deleted by the school/college.

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Consent Form for the Use of Biometric Information in School

Having read the guidance provided to me by **Hodge Hill College**, I give consent to information from the fingerprint of my child:

Child's Full Name	
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Tutor Group	Not Applicable	Date of Birth	___ / ___ / ___
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being taken and used by Hodge Hill College for use as part of an automated biometric recognition system for purchasing school meals, accessing the school library, accessing the print system, registering their attendance at the school, and accessing the school site through access control doors.

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

Full Name	<i>(Parent/Carer)</i>		
Signature		Date	___ / ___ / ___

Please return this form to the School Office by **Wednesday 29 June 2022**