



Biometrics & ParentPay

with Frequently Asked Questions



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Biometrics

At Hodge Hill College, we use a biometric cashless payment system in our canteens.

This system allows us to provide a better catering service for our pupils, parents, and staff. It also helps our caterers to offer healthy, tasty school meals at a reasonable price. In the future, we may be able to use this system to improve our registration, exam entry, and library services.

There are many benefits of using this biometric cashless catering system. Some of these benefits include:

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

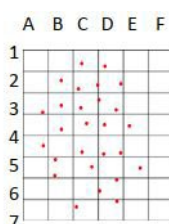
Biometrics - Frequently Asked Questions

What is a biometric cashless system?

A personalised software program that tracks individual cash balances, records spending and revenue, and keeps a record of when and where pupils purchase food.

How are pupils recognised by the system?

A unique number is generated by taking a partial image of certain finger coordinates, converting the data, and storing it in the system as biometric information.



A3A5B2B3B4B5
B6C1C2C3C4C5
C6C7D1D2D3D4
D5D7E2E3E4E5
E6E7F6



The original finger image is removed and replaced with a unique number, preventing any possibility of reconstructing the image or using it for identification purposes.

What data will be held on the system?

The system will store certain data to ensure the accurate operation of the cashless catering system. This data will include the name and tutor group of the pupil, their photo, account balance, meal entitlement, and biometric number. It is worth noting that, except for the biometric number, this data is already present in the school's administrative systems.

All the data will be handled under the Data Protection Act guidelines. The data will only be used for cashless catering purposes and will be destroyed when it is no longer relevant, such as when a student leaves Hodge Hill College.

How is biometric system utilised to obtain food?

To purchase food and drink in the canteen, pupils need to place their finger on a biometric scanner located at the till. This will activate their account and their name will be displayed on the screen for the operator. The operator will then use an itemised keyboard to enter the selected food and drink into the system, and the amount spent along with the new balance will be displayed on the screen.

How is the entitlement to a free school meal handled?

The system operates in the same way for all pupils, regardless of whether they pay for their meals or receive them for free.

Pupils access their accounts through biometric scanners, and the software enters the daily allowance for those receiving free meals, which can be accessed during break times.

If there is any remaining amount from the free meal allowance, it will be identified by the system and removed at the end of the day.

Pupils who receive free meals can also add money to their accounts, just like other pupils.

ParentPay

ParentPay provides you with the convenience to make payments at any time and from anywhere, 24/7, with complete confidence in the top-notch internet security technology being used. You will have a protected online account that requires a unique username and password. You will be prompted to change them regularly and advised to keep them safe. If you have children enrolled in multiple schools that use ParentPay, you can create a single account login for all your children.

Making payments is easy, and ParentPay maintains a record of your payment history for future reference. No card details are stored anywhere in the system. Once you activate your account, you can start making online payments right away.

ParentPay - Frequently Asked Questions

When can I log in to my account?

After receiving an activation letter from school with login details, you can activate your account and start making payments.

Which cards can I use?

ParentPay accepts a variety of payment methods, including MasterCard, Visa, and American Express credit cards, as well as Maestro, Switch, Delta, Electron, Solo, and Visa debit cards. However, please note that some schools may have restrictions on the use of credit cards for certain transactions. If there are any such limitations, your school will inform you directly.

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?

Most website addresses begin with "http", but for secure websites, the address should start with "https". You can also check for a padlock icon on the bottom or top right of the screen when you are on the login page or have logged into your account. It is important to never enter your personal data or card details on any website that does not start with "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?

Consider visiting your nearby library or internet café to get access to a computer. You can also check if you can use a computer at your workplace or school. Many schools offer computers for parents to use and are happy to provide guidance on how to operate them.

For further information on ParentPay, please visit <https://www.hodgehill.bham.sch.uk/parentpay> and www.parentpay.com.

Notification of Intention to Process Pupils' Biometric Information

Hodge Hill College intends to use your child's information as part of an automated recognition system. This system will be used for several purposes, such as paying for food in the canteen, borrowing books from the library, accessing school printers, monitoring attendance, and accessing secure areas around the site. The information that we will use is considered as 'biometric information', which means data related to physical characteristics like fingerprints, facial recognition, or iris scanning.

As per the Protection of Freedoms Act 2012 (sections 26 to 28), we are required to inform each parent of a child and obtain the written consent of at least one parent before using a child's biometric information for an automated system.

Biometric information and how it will be used

Biometric information refers to data about a person's physical or behavioural traits that can be used to recognise them, such as fingerprint data. The school is seeking your permission to collect and use your child's biometric data for multiple purposes such as identification in the canteen, borrowing from the library, accessing school printers, monitoring attendance, and accessing secure areas on the school premises.

To achieve this, the school will use an automated biometric recognition system that captures and stores measurements of your child's fingerprint, which will then be converted into a template. It is important to note that the system will not store an image of your child's biometric but only the template generated from the measurements.

You should be aware that schools and colleges are subject to specific legal requirements when it comes to using personal information such as biometric data for 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 mentioned earlier, to use your child's biometric information, the school requires consent from at least one parent. If one parent provides consent but the other objects in writing, then the objection will override the consent. Similarly, if your child refuses or objects, then the school cannot use or collect their biometric information for the automated recognition system.

Additionally, you have the right to object to the processing of your child's biometric information later on or withdraw any previous consent given. This means that if you change your mind after giving consent, you are entitled to withdraw it. Please note that any parent's consent, withdrawal, or objection must be in writing.

Furthermore, your child has the right to object or refuse their biometric information being taken or used, and their objection does not need to be in writing. Please discuss this with your child and inform them about their right to object.

If you do not wish to provide your child's biometric information or if your child objects to the processing of their information, the school must provide reasonable alternative arrangements. This includes alternative methods to pay for food, borrow from the library, access school printers, and monitor attendance. Your child will also be given access to secure areas around the school site.

If you do choose to provide consent, please complete this via the Admissions Form. If you have any questions or concerns, the school is happy to help you and your child.

Consent Form for the Use of Biometric Information in School

If you agree to allow Hodge Hill College to collect and use your child's fingerprint information as part of an automated biometric

recognition system, the information will be used for various purposes. These include paying for food in the school canteen, borrowing books from the library, accessing school printers, monitoring attendance, and gaining access to secure areas within the school premises.

By granting permission to use your child's biometric information in this way, you are authorising the school to use your child's biometric information until they either leave the school or stop using the system. If you decide to withdraw your consent at any time, you must do so in writing and send it to the school at the following address:

Hodge Hill College
Bromford Road
Birmingham
B36 8HB

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.