BIOMETRIC - CASHLESS CANTEEN SYSTEM

At Caludon Castle School we have a cashless system for the catering service.

A biometric finger print will be taken on your child's first day if we have received your consent. Your consent can be withdrawn at any point by contacting the school. An alternative method of identification (i.e. 4 digit number code) will be provided instead.

Parents and guardians can pay for school canteen purchases is by using **iPayimpact**.

iPayimpact can be used to top up canteen accounts, either through desktop, tablet, or a mobile phone, enabling you to review payments, purchase history and current balance anytime, anywhere.
Just some of the benefits of iPayimpact:

- ✓ Make canteen account payments anytime, anywhere.
- ✓ Hassle-free top-ups with **Apple and Google Pay** or card payments.
- ✓ View all your children's accounts in one place.
- ✓ View transaction history and balances.

iPayimpact is accessible via the app, online browser, and PayPoint. The Financial Conduct Authority (FCA) protects all payments made through iPayimpact to ensure maximum payment security for parents and guardians.

How to register for iPayimpact - Creating an account

You can register to iPayimpact by following these instructions:

- Download the iPayimpact app from the Apple Store or Google Play or visit www.ipayimpact.co.uk and click '**Register**'.
- If using the mobile app, you will be asked to allow push notifications, please allow.
- Enter the Child Account Reference **which will be sent to you when your child starts at Caludon. If you already have a child using iPayimpact at Caludon, you can simply add another account.**
- Create a username and password.
- Enter a valid email address (**this must be the same email address registered with Caludon Castle School**)
- Answer the simple maths test – to prove you are a human.
- Agree to the terms and conditions, and click '**Register**'.
- You will receive an email with an activation link. Click on the link to activate your account.

Once activated, you can log into iPayimpact anytime to manage canteen account payments. We recommend you download the iPayimpact app from the **Apple Store or Google Play** for the most convenient payment experience.

We recommend using your mobile biometrics for a faster login.

What if I need help registering?

Further information can be found online at www.ipayimpact.co.uk/IPI/FAQ, where you can view a range of helpful articles and videos that will get you up and running in no time.

PLEASE NOTE IPAYIMPACT IS FOR CANTEEN PAYMENTS ONLY – PLEASE USE ARBOR FOR ANY OTHER PAYMENTS TO SCHOOL.

There is a daily 'spend limit' programmed into the system of £6, which can be increased or decreased for an individual student by making a written request to the school.

Frequently Asked Questions.

How is the finger print used to obtain a school meal?

The finger is placed on a reader at the till. A display shows the student's name, photograph, class and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard.

Parents and Guardians can check balances at anytime using ipayimpact.

What if the student does not hold a sufficient cash balance one day to pay for a school dinner?

No student is refused a school lunch because they have not brought their money to school with them. They should see their Year Leader if this happens and they will be given a slip to take to the canteen.

What about the students entitled to a 'free school meal'?

The system works exactly the same for all students, whether they pay or have a free school meal. The amount allocated for the free school meal will be entered into the system daily and will be accessible at break and lunch.

The system will then allow on a daily basis the required cash amount for each individual student to be allotted to their current balance.

Accounts can be topped up via ipayimpact or cash, if you wish. This enables a greater daily spend on the school lunch than allocated by their free meal allowance.

Students entitled to free school meals will therefore avoid queuing to be issued a 'free meal' ticket or having their name entered into the 'free meal' register at the till point.

What is meant by 'dietary control'?

Should the student have a specific food allergy, or be a diagnosed diabetic, this medical information can be coded into the system, preventing foods with allergy ingredients from being served to a particular student, by automatically locking out relevant buttons on the till keyboard.

IMPORTANT INFORMATION 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 to confirm who is using the catering service. 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 Data Protection Act 2018. The school will not share this information with anyone else and will not unlawfully disclose it to any other person.

Current Legislation – The Data Protection Act 2018 and Protection of Freedoms Act 2012

This legislation requires schools to:

- Inform parents about the use of the biometric systems in the school and explain what applications use biometrics.
- Receive written explicit consentfrom a parent with parental responsibility if the school is to process biometric information for their child.
- Allow children to choose an alternative way of being identified if they wish such as the 4 digit code.

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

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

If you would like to discuss this in more detail, please contact the school.

Biometrics FAQs

What is BioStore – how does it work?

BioStore is a central database which stores the information which identifies pupils uniquely to each of the applications used within the school. It requires each pupil to register only once, usually by placing a finger on a fingerprint scanner, although other identification methods are available.

Why use BioStore's biometric system instead of other existing identification methods?

BioStore's centralised system speeds up the registration process – each student need only register once, no matter how many applications requiring identification are in place in the school.
With a biometric system, students cannot borrow or steal credentials from each other, reducing the opportunities for bullying.
Queues are reduced, because the identification of students is speeded up. Students need no longer carry cards or remember PIN numbers.
Biometric systems save time and money for both school and pupils because the need to replace lost cards and forgotten passwords is eliminated.

Does BioStore record images of individual fingerprints?

BioStore never stores images of fingerprints on its system, and will never do so. Only mathematical representations of certain points of a finger image are recorded, typically between ten and sixty depending on the characteristics of the finger. The mathematical information is encrypted and is called a template. This data is extremely secure in its encrypted form, but 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 few numbers to provide enough detail for the original print to be reconstructed.

A simple way to think about how the system works is to consider an ordnance survey map of a given area. Imagine marking all the points where roads cross over rivers and where railway tracks cross roads, then record the coordinates of these crossing points. Use this information to examine a set of, say, 100 maps, and compare each map with the recorded information. The original ordnance map will be identifiable with some degree of certainty. However, using only the recorded coordinates it would be impossible to recreate the original map with any accuracy - more than 99.99% of the information on the original map will have been discarded, leaving only the few recorded points. Even these points cannot be recreated because only a simple description of each has been kept.

How secure is the stored data? What would happen if somebody stole the data in some form?

The database is protected by a licence key, which means that the database and any backup of its contents can only be accessed on licensed hardware. The licensed 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 bank card then it can be replaced, but I can't replace my finger. If a template is stolen, have I lost my identity forever?

The 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, unlike a bank machine, which will accept a bank card from anybody who happens to know the PIN number.

If my child is fingerprinted could the police or a court of law use the fingerprint?

BioStore does not store a fingerprint image. 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 thousand, people. However, in the 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 never be able to use this information as evidence.

Does everybody have a fingerprint? What happens about twins, or people with a disability which prevents them from providing biometric data, or somebody 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 prints. Occasionally somebody's fingerprints will degenerate 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.

Will there be any alternative for pupils who are unable to provide biometric data for some reason, such as a disability?

Alternative identification methods, such as smart cards and name and photo look-up, are always available in BioStore systems. Pupils unable to provide biometric data can opt to use one of these methods, as can any pupil who prefers not to use biometrics.

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

The school will issue any pupil who wishes to opt out of the biometric system with an alternative method of identification. BioStore recognises a number of identification methods, including smartcards, PIN numbers, passwords and name and photo lookup.