

BIOMETRIC / PARENTPAY QUERIES

1. Definition of 'biometric'

A 'biometric' system is one which identifies a person by a unique physical characteristic, in this case a scan of the first finger on the right hand. This is not the same as a fingerprint. A scan of the finger measures a number of reference points and turns this information into a digital signature which is then further encrypted. The original finger scan is then destroyed.

2. Can a finger print be reconstructed from biometric data?

No - because only certain points of the finger are scanned it would only ever be possible to recreate a partial finger print. To achieve a reconstruction of a finger print would require the data to be decrypted and access to the template algorithm required to interpret the numerical string that is generated, as well as having a method of generating an image from the data.

In the unlikely event that a partial finger scan image was recreated, it could not be used at our tills as these must have a live finger scan. Additionally, it would never be admissible evidence in a court of law.

3. Pin code option

For those parents unsure about the use of biometric registration, there will always be the option for pupils to enter a pin code on a pin pad.

4. Daily spend limit.

A daily catering spend limit of £5 will be set globally, however, parents can request a different limit for individual pupils – please contact the school in this instance.

5. Data security

Both ParentPay and our biometric hardware suppliers operate at the highest government and industry standards.

ParentPay are PCI DSS (Payment Card Industry Data Security Standard) certified, they offer PCI risk mitigation, no card data is stored on the system and they are 3D secure meaning an additional layer of security (eg. 'Verified by Visa'). They are registered with the Information Commissioners as a data processor and adhere to the Data Protection Act and all its guidelines. All data is stored in their secure data centre which is certified to ISO/IEC 27001 standards, and never stored on a local PC or backed up locally.

Biometric information is not stored with our provider but by the school on an encrypted database using unique encryption keys.

Please note that when a pupil leaves the school, all biometric data will be permanently deleted.

6. Balances on sQuid cards

It will be possible for any balance remaining on sQuid cards at the end of term to be transferred to the new catering accounts on ParentPay. However, we would still recommend that sQuid balances are used up as far as practicable and that any auto top ups are cancelled in good time. ParentPay will be introducing auto top ups shortly.

Pupils who are leaving the school can apply to sQuid for reimbursement of any remaining balance but parents need to be aware that sQuid will charge an administration fee of £5 to do this. An alternative would be to transfer any remaining balance to a sibling's account who is still a Sheldon pupil – please contact the school in this instance.

7. Hygiene of finger scanner

All till points will be provided with hand gel for pupil use and antiseptic wipes.

8. Failed identification

Identification by finger scan can very occasionally fail – in this instance the pupil's pin number can be used instead or the till operator can identify the pupil manually by name and photographic recognition.

9. Revaluation machine

A revaluation machine allows pupils to top up their catering account with cash if payment by ParentPay is not possible. Biometric or pin recognition is required to use the machine and this will be sited in the Refectory corridor for pupil use.

10. Funding

The biometric hardware is being purchased by Elior, our catering contractors. The commitment by Elior to invest money to improve our catering facilities formed part of their successful bid to the school.

11. Risk analysis

Extensive research has been carried out which looked at the need for change, the school's requirements, the costs involved at set up and in future years, data security, site visits to other schools, and of course, consultation with parents/carers and staff.