

Farmor's School – Cashless Catering

Frequently Asked Questions

Q. Do you store fingerprint images?

A. No, fingerprint images are not stored on the system, specific points of the scanned finger image are converted to a unique numeric algorithm and then stored in the pupils account record.

Q. Can anyone see a fingerprint image?

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

Q. What happens when a pupil leaves the school?

A. All data will be deleted after an appropriate amount of time.

Q. What alternative is there if we do not consent to “opt in ” to the biometric system?

A. Pupils will be issued with a unique pin number to enter on a pin pad connected to the catering terminals.

Q. What happens if my child hurts his/her finger or forgets his/her pin number.

A. The account details can be retrieved by searching on pupil's forename or surname, a photo image will be displayed as confirmation that the correct account has been accessed.

Q. How are goods purchased?

A. Your child simply places his/her finger on the scanner. The biometric pattern is scanned and then converted to a unique account number, which is then debited.

Q. How do we know the correct account number is being debited?

A. The name and/or photo of the student appears on the terminal screen confirming the identity to the operator. The account numbers are unique.

Q. How can my child check his/her account balance?

A. The balance available is displayed on a customer screen at each transaction. Account balances are also available on the ParentPay site.

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

A. The set allowance for a free school meal will be made automatically to the pupil's account each day. The allowance is not rolled over so must be used in full each day. If you wish your child to have an allowance greater than the free school meal allocation additional cash can also be added by you, via your ParentPay account, to enable a greater daily spend. This is retained in a separate electronic purse and is only used when free meal entitlement has been used in full.

If you have not applied for Free School Meals and think your child may be entitled to support, information and an online application can be found at:

<http://www.gloucestershire.gov.uk/educationgrants>