

CIVICA

Transforming the way you work



Parent Information Pack

September 2026

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Data Protection Information

CIVICA is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement.

The processing of the data is carried out by the School/Catering Company under the General Data Protection Regulation (GDPR) and the Protection of Freedoms Act 2012

Schools' data will remain their responsibility and they remain fully in control of accessing, managing and updating all pupil data within the system.

Schools and the local authority are operating as Data Controllers under the DPA.

All CIVICA Staff that may have administrator access to schools data for support purposes are Disclosure and Barring Service (DBS) checked.

Information collected to implement a Cashless Catering system is outlined below.

Essential information collected		Optional information may be requested
Admission Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	School House Group
Form	FSM Allowance	UPN

CIVICA does not sell, distribute or lease your personal information to third parties.

CIVICA do not hold any data on premises and all setup and configuration is done on the school/council location.

What is a biometric algorithm?

The individual templates are encrypted using a 256 bit AES key that is built into the scanners hardware. Also the persisted file is encrypted using a different 256 bit AES key built into the matching algorithm supplied by Secugen and generated by a unique license purchased for each site. This is more secure than the ANSI and ISO standards that government department's use as the Secugen Template is encrypted and the ANSI and ISO standards are not. The template data is useless and cannot be interpreted back into a usable fingerprint image. If this was not the case then there would be no world standards and performance measures for such technologies. The data is stored in an array in the RAM of the Biometric Controller and is also permanently stored on the hard drive of the Bio Controller to be restored in the event of a reboot.

Below is an example of a template code for an individual finger:

```
0X417741414142514141414445415141414151415341414D415A4141414141414174774541414C71
4777346C5869656D6C574945494A764A6B42466D6837616C4E764D704F517874517A706A4A395
A31784935686C4177395366726E777645576357386C4573314B426F47443166694170675559704C
763168423642682A7043
```

The solution is secure because the matching can only be done by the individual's consent as the finger has to be presented to the device for matching. We do not hold images of fingerprints in our system.

The technology provided for this method of identification meets with BECTA guidelines and also allows pupils the option to opt out of the scheme and use a PIN number instead.

Also under the data protection act the school or caterer (the originator of the data) cannot allow access to this data by anyone for any other means than for the purpose the data was collected and that is to identify an individual within the solution we supply. Any biometric data that belongs to an individual that leaves the school is purged which also is in line with the BECTA guidelines.

Benefits of the Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals, reducing bullying
- Facility to pay online
- No need to carry cash preventing loss/theft
- Automatic alerts to stop pupils purchasing allergy trigger items
- Pupils learn about important lifestyle control by monitoring their own accounts
- Reporting facilities help decrease wastage and improve the overall efficiency of the meal service

Frequently Asked Questions

Q What is a cashless system?

A A Cashless Catering System is a solution which is purpose designed to meet the ever evolving needs and demands of the catering provision, required by today's schools and academies. The Trust-e Cashless Solution allows schools to be better able to provide their pupils and staff with a faster, more efficient and more appealing meal service.

Q What is 'biometric'?

A Biometric is simply a method of identifying an individual person. The Trust-e Cashless System uses an algorithm based scan, which reads between 50 and 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the Cashless System.

Q How does a biometric system work?

A The information of a pupil or staff member, who has been biometrically registered, is stored on a secure biometric controller within the school, which only your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the EPOS Terminal (Till) Biometric Reader, which looks up their account and allows them to purchase items using only this method of identification.

Q How does my child register on the biometric system?

A Registration days will take place leading up to the 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. Your child will attend at a requested time and will be required to place their finger/thumb on the Biometric Reader twice to obtain a matching template, which only takes a few seconds. If you have chosen to opt-out of this procedure, your child will be presented with a 4 digit PIN code.

Q What methods of payment can be used to credit an account?

A Any amount can be credited to an account by way of any of the following methods. Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.

Cash at the Revaluation Units

A Revaluation unit is situated in the main school hall. It can be used to top up accounts by the pupil/member of staff placing their registered finger or thumb on the Biometric Reader or by entering their 4 digit PIN Code followed by inserting the accepted tender: £20, £10, £5 notes or £2, £1, 50p, 20p, 10p or 5p coins. Please note that copper coins are not accepted.

Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to [ParentPay](#).

PayPoint – only applicable through ParentPay

You will be issued with a PayPoint card, which can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting the website below:

<http://www.paypoint.co.uk/locator.aspx>

Q How can I check the credit on an account?

A This can be done by the account holder either placing their finger/thumb on the Revaluation Machine scanner, swiping or tagging their card or entering a 4 digit PIN code. The current balance will then be displayed. This can also be accessed via the schools online payment facility, if applicable.

Q Can I change my child's 'daily spend limit'?

A Yes – the amount your child can spend throughout one day can be changed by written request to admin@holycross.lancs.sch.uk . The current daily spend limit is £5.

Q What happens if my child's account is not in credit?

A A 'lend' can be processed at the EPOS terminal, which will then allow a meal to be taken. Alternatively, money can be taken from an automatic overdraft account. (This is at the discretion of each individual school.)

An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal (again at the discretion of the school). The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

Q How do 'free meal' entitlements work?

A All free meal entitlements will be entered on to the system prior to the 'live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free school meal amounts. Pupils with FSM entitlement remain anonymous at all times as all account types are accessed in the exact same manner, regardless of whether paid for or not. Please note that any monies not spent from the daily free meal allocation will not be carried over to the next day.

Q Can anyone else use my child's account?

A No – due to the extensive security on biometric templates, no-one will be able to access your child's account. As a secondary precaution, a photo image is allocated to each pupil (at the schools discretion). If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown at the EPOS Terminal will alert the operator of a fraudulent sale.

Q My child has an allergy. Will this be monitored through the Cashless System?

A Yes – all allergy records registered with the school will be entered on to the

Cashless System. When pupils attempt to purchase an item, which contains ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

Q Can I dictate my child's dietary requirements?

A The system will allow you to register any items that your child cannot consume due to dietary needs or religious reasons. Any such items must be confirmed in writing by the parent/guardian, and addressed to admin@holycross.lancs.sch.uk

Q Can I see a report of my child's meal intake?

A Yes – through ParentPay you can see what food/drink choices your child has made together with the cost.