

Headteacher/Pennaeth  
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Dear Parent/Carer,

### Canteen Changes

Our online payment provider for school meals is changing from September. We will no longer be using sQuid, and the new provider will be CRB Cunningham's. We are also upgrading the tills and biometric identification system so pupils will need to be registered for this before the end of term.

In addition, we will also be going **FULLY CASHLESS** from September and the cash revaluation machines will no longer be available to pupils. There will be the option to use a pay point card to top up if you are unable to access the new app.

**We advise that you run the balances down before the end of term, as school meal accounts will start from a 'fresh' £0.00 balance in September.**

### Next steps:

1. **Use up balance:** Please ensure any remaining balance on sQuid is used up before the end term. If you are still in credit on your sQuid account at the end of term, then you will need to request a refund from sQuid directly, contact sQuid on customerservice@squidcard.com. If your child tops up their canteen account using cash, then their account must be run down before the end of the summer term.
2. **Registration of pupil's biometrics on new system:** Registering pupils for facial recognition will take place on Wednesday 19<sup>th</sup> July. In order for us to register pupils, the school will need to receive a completed electronic consent form by Friday 12<sup>th</sup> July. **A link to the consent form will be sent to you electronically by ClassCharts and SchoolComms.** Please complete a form for each of your children.
3. **Parent account registration:** Further information will be provided before the end of term so parents can create a payment account and load money in readiness for September.

If you have any queries regarding the above, please contact the school on 01792 533066. **Further information can be found in the documents below:**

Yours sincerely

Headteacher/Pennaeth





## Biometric facial recognition is coming to Penyrheol|Comprehensive School's canteen

From September 2023, we will be replacing thumb print scanning with Biometric facial recognition for accessing canteen facilities. Only pupils whose parents/carers have given consent will be able to use this method. If you choose for your child(ren) to opt out, an alternative method will be offered (biometric thumb scan). Please see below for answers to some of the most common questions. We hope you will see the benefits and efficiency of using this system.

### Frequently Asked Questions

#### **Why are you using biometric recognition?**

Biometric recognition converts physical characteristics into a unique digital signature that can quickly and securely locate your child's cashless catering account. This helps speed up service and eliminates the requirement to carry cash or an alternative access method, such as a card that can be lost or stolen.

#### **How does it work?**

When the child places their finger on the scanner or looks at the camera, the software reads key features (unique patterns on a fingerprint or distance between facial features for facial recognition) and compares this against the database of registered users. When it finds a match, it automatically opens their cashless catering account allowing the operator to complete the sale of their school meals.

#### **How is the data stored?**

Facial Recognition data is a unique string of characters known as a faceprint template. This data is encrypted using AES 256 and stored on a school server within the secure school network or hosted on a secure Azure server. We store a photo along with the faceprint template. The cashless system has always stored a user's photo, which is used as an added verification by the canteen staff.

#### **Can any other agency use these biometrics registrations?**

No, the software turns your child's physical characteristics into an encrypted (using AES 256) string of characters known as a template. Even if someone gained access to the data and broke the encryption, this template does not contain enough information to reverse engineer it into a usable photo.

#### **What happens when my child leaves the school?**

When a student leaves school, all data can be deleted very easily.

#### **I don't wish to permit my child to participate in biometric recognition. Can my child still purchase school meals?**

Yes, an alternative method of authentication will be available. The option available is biometric thumb scan.

#### **What if I change my mind?**

If you initially opt-in for your child to use biometric recognition but later change your mind, contact the school, and we will remove the permission from the system, automatically removing any biometric data associated with your child and providing your child with an alternative authentication method.

CONTACTLESS

# We're introducing Facial Recognition!

This new technology  
is now available for a  
contactless meal  
service!



# Facial Recognition

## CONTACTLESS PAYMENT METHOD

- ✓ Contact free!
- ✓ Quick payments!
- ✓ Faster lunch service!
- ✓ No need to carry a card, enter PIN or touch scanners at the point of sale!
- ✓ Safe and secure!

### Simply select, look & go

With Facial Recognition, pupils simply select their meal, look at the camera and go, making for a faster lunch service whilst removing any contact at the point of sale.

### Easy payments

School meal payments are instantly reflected in the pupil's cashless accounts in the same way as any other identification method.

### Contactless identification method

Pupils no longer need to carry any form of identification such as a card or even enter a PIN.



Safeguards pupils by eliminating touchpoints from our lunchtime service!

## About Biometrics

Biometrics authentication is the automatic recognition of a living being using suitable body characteristics. By measuring an individual's physical features in an authentication inquiry and comparing this data with stored biometric reference data, the identity of a specific user is determined.

There are many different biometric features that can be used for authentication purposes these include finger image, facial recognition, signature, iris, retina, DNA or any other unique characteristic.

Once a characteristic has been chosen the next stage in the Biometric process is authentication.

A biometric feature is saved on to a database. Once the data has been stored, a new scanning of the biometric feature is taken. If the comparison is positive, access to the appropriate application is granted.



Biometrics are not new, their roots have been traced back to ancient Egyptian times. The use of finger images as a security device started with Chinese officials using them to seal documents in the second century BC.

## The history of biometrics

Biometric technology is now being used at many locations around the country including banks, supermarkets and now even schools and colleges are adopting this increasingly popular technology.



Whilst the use of biometric recognition has been steadily growing over the last decade or so, these past couple of years have seen an explosion in development, interest and vendor involvement, particularly in mobile devices where they are commonly used to verify the owner of the device before unlocking or making purchases.

We are delighted to offer this fast and secure identification technology to purchase our delicious and nutritious school meals