



6 July 2022

## 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 pupil's account record.
- Data is only stored on the school premises and not in a cloud.
- Images cannot be used for identification purposes by any other source,.

**Q.** Can anyone see a fingerprint image?

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

**Q.** What happens when a pupil leaves the school?

**A.** All data is deleted.

**Q.** What alternative is there if we do not consent to "opt into" the biometric system?

**A.** A pupil can be issued with a unique pin number to enter on a pin pad connected to the catering terminal, or with a mifare card or fob can also be utilised by the school.

**Q.** What happens if I hurt my finger or forget my pin number?

**A.** The account details can be retrieved by searching for a pupil's name. A photo image will be displayed as confirmation that the correct account has been accessed

**Q.** How do pupils purchase goods?

**A.** The pupil places their finger on the scanner, their biometric pattern is scanned and then converted to their unique account number, which is then debited.

**Q.** How do we know the correct account number has been debited?

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Fairlands Middle School

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Headteacher: Stefan McHale  
Deputy Headteachers: Helen Heffernan and Kate Persaud  
Associate Leader and SENDCo: Matthew Vincent

**Safeguarding Children is everyone's responsibility.**

If you are worried about any child please make an appointment to see either Helen Heffernan, Designated Safeguarding Lead or Felicity Grant, Sally Virgin, Designated Safeguarding Deputies  
Alternatively, you can phone NPSCC: 0808 800 5000 Somerset Direct: 0300 123 2224



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**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 I check my child's account balance?

**A.** The balance available is displayed on a customer screen at each transaction. Account balances are also available on Parent Pay

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

**A.** The system works in exactly the same for all pupils, whether they pay or have a free school meal entitlement. The set allowance will be electronically placed onto the pupil's account each day. This will be a daily allowance and cannot be rolled over. You can put additional cash on Parent Pay to enable your child to top up their free school meal and to buy tuck at break-time. This will be retained in a separate "purse" and will not affect the free school meal spend.

**Q.** Is there a limit to how much can be spent in one day?

**A.** Yes there is a school global maximum spend of £5.00 per day, however parents can also request individual daily spend limits below this amount, as per the attached permission form.

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