



Governors' Responsible:	Full Governing Body (FGB)
Policy Originator:	Sue Bezants
Next Annual Review Due:	February 2022

TUCASI SCOPAY ON-LINE PAYMENTS FOR PARENTS/CARERS & STAFF SECURITY INFORMATION POLICY

The following information is required in accordance with the Payment Card Industry Data Security Standard (PCI DSS). This is a mandatory requirement for any business accepting credit or debit card payments to protect sensitive cardholder information.

Buckland Primary School (the Merchant) does not store, process or transmit any sensitive cardholder data. Card payments are not taken over the telephone or via card machines/hand held card devices.

Parents/carers and staff choosing to pay on-line for dinner money, school trips, workshops and other extra-curricular activities do so via our service providers, as follows:

Tucasi SCOPAY

Worldpay

These Service Providers are responsible for the security of the cardholder data they possess.

Buckland Primary School operates a 'cashless office' policy therefore all parents/carers and staff are asked to set up a SCOPAY account and make all payments on-line. Cash payments are only accepted in exceptional circumstances

Every Buckland parent/carer and member of staff is invited, by letter, to set up an account and operate their account directly with Tucasi SCOPAY using a unique user name and secure password. Tucasi provides the SCOPAY (School Cash Office) on-line payment system. On-line dinner money payments made by both parents/carers and staff are received by Surrey County Council directly into a nominated bank account. On-line payments for school trips, workshops and other extra-curricular activities are received by Buckland Primary School directly into the School Fund bank account.

Worldpay provide the Payment Gateway. When a SCOPAY user places items in their basket and checks out on the website they are taken to the Worldpay screen where they enter their card details and the payment is processed.

Parents/carers and staff are directed to log-in to their personal accounts at www.scopay.com/bucklandprimary, or via the SCOPAY App on a mobile phone, in order to make payments. This log-in link is provided in both school communications and on the school website.

Buckland Primary School administration staff are able to securely log into the school's Tucasi account and view all payments made but not sensitive cardholder information.

School administration staff are also able to securely log into a Worldpay portal to view payments and process any necessary refunds for school trips, workshops and other extra-curricular activities. Full/part refund transactions go from the School Fund directly back to parents/carers via Worldpay, to the payment card from which it was originally paid. Sensitive cardholder information is not accessible during the refund process.

Requests for on-line dinner money refunds are made by Buckland administration staff to Surrey County Council's Shared Service Centre, via email. SCC admin staff then process the refund via SCC's own Worldpay account.