



TARLETON
ACADEMY

Headteacher: Mr S Parker

Tuesday 1st July 2025

Dear Parents/Carers

Civica Biometrics Consent Update

Over the summer holiday in preparation for the new academic year, we will be navigating the next stage of the transition to Arbor. From 1st September we will be using Arbor Payments and Civica Eats as a cashless school.

Arbor Payments (via the APP or Parent Portal) will be used for lunch balances, shop and trip payments and School Gateway will become redundant in all functions, including the use of the app. Money that is on School Gateway will be transferred to lunch balances on Arbor Pay in the summer. If you have or intend to make payments for upcoming trips, please continue to do so and this money is ringfenced.

We will change catering providers from Iris to Civica which means that we will need to recapture your child's fingerprint before the end of the summer term.

In Year 6 or on admission to the school, we sought your consent to capture your child's biometric information (fingerprint) and in the migration to Arbor, this was recorded on the Arbor system. This should be visible to you using either the Arbor Portal or app.

If you and your child are happy for the consent to continue and transfer systems (Iris to Civica), you do not have to do anything. If you would like to change your preference and remove consent or if you have not consented and would like to, please do this using either the Arbor Parent Portal (online) or the app. Follow this link for more information and support materials to do it: [Arbor - Updating Student Details and Consent](#).

Civica will be visiting site with their engineer to complete the fingerprint capture of staff and students before the end of term. Timely completion of the consent means that we will have a smooth and seamless start to the new academic year and that students who need to, can use the dining facilities at breakfast, break and lunch.

You can expect more detailed information about account set up and how to do it in July. If you do have any questions, please do not hesitate to get in touch with us on enquiries@tarletonacademy.org with a subject line of, 'Arbor Payments.'

Finally, should you wish to, here is the link to our [Data Protection Policy](#) (including Biometric Information).

Yours faithfully,

Mr S. Parker
Headteacher