



**20<sup>th</sup> August 2011**

### **Credit Card Transactions**

If a Merchant takes payment details through a designated call centre and records the conversation through an analogue format such as a tape, the information has to be treated with the same level of security that normal paper transaction records receive. The tape should be stored in a secure facility and must have restricted access.

All staff members must be trained in appropriate procedures in handling data as well as undergo a background check before being offered an employment position. Tapes must also be encrypted if they are used for storing card data

#### PCI DSS

PCI DSS is a mandatory compliance standard for new and existing merchants.

The introduction of PCI DSS aims to ensure that all cardholder information is always stored, processed and transmitted securely. Every merchant that accepts credit and debt cards as payment is required to comply with the PCI Data Security Standard.

Why is PCI so important?

PCI compliance is very important in reducing the risk against data security breaches and fraud. Merchants run a high financial risk if compromised as they could receive financial penalties from MasterCard and Visa if deemed non compliant at the time of compromise. Not only is there a financial risk but also a risk to customer trust and loyalty as customers expect that their cardholder details are stored, processed and transmitted securely.

#### Merchant Responsibility

All merchants are required to complete either a self assessment questionnaire or have an onsite assessment conducted by a Qualified Security Assessor as well as conducting vulnerability scans on their external facing IP's (internet connections).