CYBER SECURITY
Newsletter

PCI DSS

Problem

Credit cards have become the primary way people make purchases, especially with the growth of online shopping. Credit cards are incredibly convenient allowing you to make very large purchases almost anywhere in the world. In addition credit cards can many times be safer than carrying cash. If you lose your credit card you call the company and cancel the card; if you lose your cash it is gone forever.

Credit cards also have risks. Cyber criminals are actively trying to steal credit card information. If they steal credit card data, they can create physical copies of the credit card or use the information for online purchases. The more credit cards criminals steal, the more money they can make. As a result, many criminals no longer target individuals but organizations that store, process or transfer cardholder data. Since our organization has such data, we are a target for criminals.

Solution

To reduce credit card fraud, five members of the payment card industry, Visa, MasterCard, American Express, Discover and JCB have joined together to develop security standards for any organization that stores, transmits or processes cardholder data. This set of standards is referred to as the Payment Card Industry's Data Security Standard, or PCI DSS. Since our organization handles such data, we must understand and abide by these rules.

Cardholder data is defined as the credit card number (sometimes called a PAN) and any associated information, such as expiration date, name, address, telephone number, card validation code or any other cardholder's information. PCI DSS details how we must protect this information so criminals cannot steal it. If criminals gain access to our cardholder data, millions of people can be affected. In addition, we can be liable for damages. By following these rules you help ensure our organization is both secure and compliant.

Protecting Cardholder Data

Since our organization handles cardholder data, we have to understand and follow the security regulations known as PCI DSS. This newsletter explains what those standards are and how we must follow them.

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Examples of Cardholder Data

There is a variety of different types of information that can make up cardholder data. It is any information that is the combination of the credit card number (or PAN, Primary Account Number) and any other related information. For example, the credit card image to the right the number (or PAN) is

5490 2345 8670 8921

Other types of data that would be considered cardholder data, when combined with this would include

- *The card holder's name.*
- *The cardholder's billing address.*
- *The cardholder's telephone number.*
- *The card's expiration date.*
- *The card's security code. This is a three or four digit value written usually on the back (but sometimes on the front of the card). This number can be called the CSC, CVD, CVC, or even CVV2 value. In the example to the right, the card's security code is 239.*
- *The card's PIN. This number should not be confused with the PAN. PIN is the cardholder's password entered at the time of transaction and should never be recorded, printed or stored.*

1. Authorized Systems

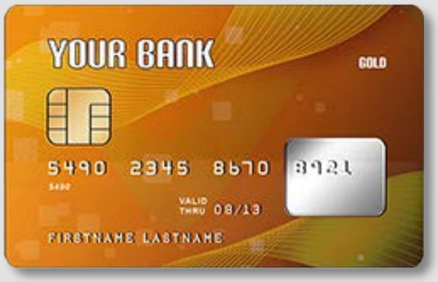
You must use only authorized payment systems to enter, process or store cardholder data. Do not copy or store cardholder data to any unauthorized systems, such as post-it notes, mobile phones, personal laptops or USB sticks.

2. Authorized Personnel

Only share cardholder data with authorized personnel who have a need to know.

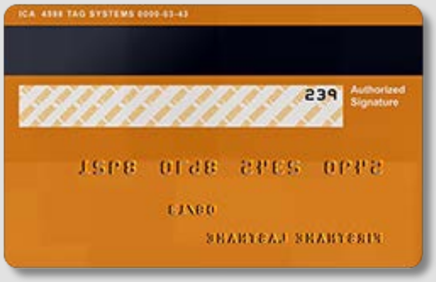
3. Acceptable Use

Payment systems may only be used for processing payments, do not use them for non-work related or unauthorized activities, such as surfing the web, reading email or chatting with someone online.



4. Storing Data

The storing of any authentication information such as users PINS or full details of the credit card track is prohibited. In addition, the credit card number should not be stored. If stored it must be encrypted with proper key management and masked if displayed on a computer monitor or paper printout.



5. Transfer

If you transfer cardholder data you must use encrypted methods that are approved by our organization.

6. Data Destruction

All physical and electronic cardholder data that is no longer necessary or appropriate to store must be properly destroyed, shredded or rendered unreadable.