



3.011 - Billing Payment Card Industry Data Security Standard (PCI-DSS) Policy

Policy Purpose and Scope

The purpose of this policy is to ensure departmental compliance with the Payment Card Industry Data Security Standard (PCI-DSS).

Roles and Responsibilities

The CFO/Controller and Legal will be responsible for maintaining and enforcing this policy in conjunction with the company's overall policy.

Operational Procedures

- No credit card numbers can be recorded or stored, this includes in any sort of paper, digital, or other media.
- Billing Support agents should always recommend the client does the act of purchasing products and services first.
- Customer Support agents can enter a credit card number directly into a verified clients control panel for the purchase of additional products or services available on the PhotoBiz Control Panel.
- Customer Support agents cannot reactivate accounts for clients over the phone as this will also be the card that a reactivation fee and the recurring billing will be charged to.
- Under no circumstances should a Billing Support agent advise a client to email a credit card number.