



2.1 PhotoBiz Client Support Policy: 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 Customer Support Manager, Team Leaders, and Team Captains 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 by Customer Support agents, this includes in any sort of paper, digital, or other media.
- Customer Support agents should always recommend to the client that he or she purchases products or completes a reinstatement by him or herself, to avoid reading a credit card over the phone.
- However, Customer Support agents are allowed to enter a credit card number directly into a verified client's control panel for the purchase of additional products or services available on the PhotoBiz Control Panel.
- Customer Support agents can also reactivate accounts for clients over the phone.
- Under no circumstances should a Customer Support agent advise a client to email a credit card number.

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