

# Service Provider Policy

## 1. Scope

A Service Provider is a business entity directly involved in the processing, storage or transmission of cardholder data on behalf of another entity, but is not a payment brand. This includes companies that provide services which control or could impact the security of cardholder data. This policy covers the requirements for the engagement and ongoing relationship with the University's Service Providers.

## 2. Procedure

Prior to engagement, the University will ensure that the Service Provider is both financially sound and PCI DSS compliant for the specified services. There is an established process for engaging Service Providers. This process is managed by the Procurement team.

The University will ensure that the Service Provider acknowledges that they are responsible for the security of cardholder data they possess or otherwise store, process or transmit on behalf of the University, or to the extent that they could impact the security of the University's cardholder data environment.

The University will ensure third parties will be either:

Unable to access or affect cardholder data for which the University and associated organisations are responsible.

Or

A PCI DSS validated Service Provider, Visa Europe maintains a list of validated service providers at: <http://www.visa.com/splisting> and <https://www.visaeurope.com/receiving-payments/security/third-party-agents>.

Annually the University will request validation documentation or evidence to confirm PCIDSS compliant status, by requesting the Attestation of Compliance Document (AOC).

The list of Service Providers will be maintained below and monitored by Procurement/Finance:

Service Provider	Area in use	Service Description	PCI DSS last validated	Services included in scope
Verifone	Retail Outlets.	P2PE Service provider	31/10/20	PCI-PIN Services <ul style="list-style-type: none"><li>• Certificate Authority</li><li>• Encryption Support Organization / Key Injection Facilities</li><li>• Encryption Support Organization / Remote Key Distribution</li></ul>
Global Payments	Departments, E-Commerce, Retail Outlets.	Payment Processor	30/11/20	PCI DSS Services <ul style="list-style-type: none"><li>• Clearing and Settlement</li><li>• Fraud and Chargeback</li><li>• Network Provider/Transmitter</li><li>• Payment Gateway/Switch</li><li>• Payment Processing: Internet</li><li>• Payment Processing: MOT</li></ul>

				<ul style="list-style-type: none"> <li>• Payment Processing: POS</li> </ul>
Adelante Software Ltd	VIR moto payments student Finance	Payment Gateway	01/04/21	<ul style="list-style-type: none"> <li>• Payment Processing: MOTO / Call Center</li> </ul>
Capita Software Services	Arts Centre Box Office	Payment Processor	31/05/20	<ul style="list-style-type: none"> <li>• Payment Processing: Store and Forward Gateway. Merchant Services</li> </ul>
Stripe	Warwick Ventures, Crowdfunding pages via Hubbub	Payment Processor	31/03/21	<ul style="list-style-type: none"> <li>• PCI DSS Services</li> <li>• Merchant Services</li> <li>• Payment Gateway/Switch</li> <li>• Payment Processing: Internet / e-commerce</li> </ul>
Elavon	Rootes Grocery Store,	Payment Processor	30/06/20	<ul style="list-style-type: none"> <li>• PCI DSS Services</li> <li>• Fraud and Chargeback</li> <li>• Loyalty Programs</li> <li>• Merchant Services</li> <li>• Payment Gateway/Switch</li> <li>• Payment Processing: Internet / e-commerce</li> <li>• Payment Processing: MOTO / Call Center</li> <li>• Payment Processing: POS / card present</li> </ul>
Worldpay	Arts Centre Box Office via Toptix, Sports Centre via Gladstone	Payment Processor	31/07/20	<ul style="list-style-type: none"> <li>• PCI DSS Services</li> <li>• Clearing and Settlement</li> <li>• Fraud and Chargeback</li> <li>• Merchant Services</li> <li>• Payment Processing: ATM</li> <li>• Payment Processing: Internet / e-commerce</li> <li>• Payment Processing: MOTO / Call Center</li> <li>• Payment Processing: POS / card present</li> </ul>

Please ensure that the Finance Office and the Procurement team are informed in the first instance when:

- A Department wishes to engage a third party service provider to collect payments, or
- Is planning any changes to an existing service.

For queries or additional information on any of the above please contact:

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