# PCI DSS Guidance for Collectors

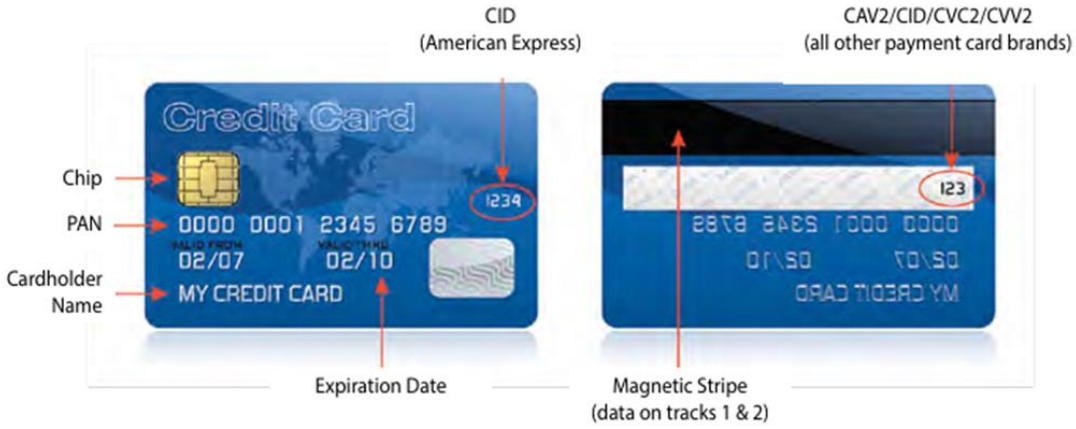
## Introduction

Protecting and using information correctly is crucial for delivering quality services and maintaining donor support for Marie Curie. With the rise of contactless transactions, it's essential to handle payment card data securely to comply with the Payment Card Industry Data Security Standard (PCI DSS).

This guidance ensures that collectors know how to process transactions safely, protecting Marie Curie from fines and maintaining donor confidence. It covers the requirements for handling payment card data and secure handling practices.

## Payment Card Data

Payment Card Data refers to the information held on a branded credit/debit card. The following explains the types of data which are considered payment card data




## Basic Rules

1. You may only take card payments if the customer is present (i.e. standing in front of you with their card in hand).
2. Never handle a customer's payment card unless the customer specifically asks you to do so (e.g. they may require assistance putting the card into the slot). If you are asked to assist, always keep the card in sight of the Customer.
3. Do not speak customer's card details out loud or share them with anyone else.
4. Do not write card data down on paper or any instant messaging services.
5. Never enter card data into any unauthorised system.

## Basic checks

1. The card payment machines will automatically go into tamper mode and stop working if they detect signs of someone trying to get into the unit. If tamper mode is displayed on your unit please stop using it and notify the Collection Organiser or Community Fundraiser immediately.
2. Look out for suspicious behaviour, e.g. someone picking up the machine, a child playing with it, etc.

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Registered as a company limited by guarantee in England & Wales (507597).
Registered Office: One Embassy Gardens, 8 Viaduct Gardens, London, SW11 7BW.

**Below to be completed by Community Fundraiser or Collection Organiser:**

| Collection site name | Date of collection |
|---|---|
| | |

| Terminal ID | Serial number |
|---|---|
| | |
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| | |
| | |

**Below to be completed by each collector:**

**Please complete to indicate you have read and understood the guidance above:**

| Collector name | Collection time | Signature |
|---|---|---|
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