

LSE PCI-DSS Cardholder Data Environments Information Security Policy

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1. Introduction

This policy provides essential information for everyone tasked with handling credit and debit cards, credit and debit card data and the systems processing such data within LSE. It is designed to ensure we can meet the standards required by the Payment Card Industry's Data Security Standard (PCI-DSS), which LSE is obliged to meet in order to be able to process credit card payments.

2. Scope

All environments within the London School of Economics where credit and debit cards are handled.

3. Compliance Requirements

Compliance with this policy is mandatory. Failure to follow this policy will be considered as gross misconduct and may result in disciplinary action, up to and including summary dismissal. Compliance with policies is primarily enforced through process and standard documents that need to be developed by each business unit on how they perform their day to day activities in accordance with these policies.

4. LSE Policies

LSE Policies affecting the entire LSE – not just the LSE cardholder data environment – can be found at: <http://www.lse.ac.uk/intranet/LSEServices/IMT/about/policies/home.aspx>. Where any contradictions arise within the cardholder data environment, this policy takes precedent.

POLICY

1. General

- System users shall not send confidential data, such as credit or debit cardholder data, unencrypted, via end-user messaging technologies such as, e-mail, instant messaging or chat without using an approved encryption solution. Where a solution is not available the data shall not be sent via any of these methods.
- All employees, 3rd parties or contractors shall not attach or use within LSE cardholder data environments network devices including but not limited to modems, remote-access technologies, wireless technologies, removable electronic media, personal laptops, tablets, PDAs, iPods or personal storage media (e.g. memory sticks).
- Users shall not store confidential data, such as credit and debit cardholder data on local hard drives, floppy disks, or other external or mobile media. If anyone must store confidential data on a hard disk that is not in a securely protected environment, they must report this to *Information Security Manager* so that the data can be encrypted with LSE approved encryption solutions.
- All employees, 3rd parties or contractors are responsible for the LSE assets, particularly confidential data, that they use to carry out their function. Any suspicious activity or suspect breach in security must be immediately report to the *Information Security Manager*.
- Ensure documents containing credit and debit cardholder data are securely locked away.

2. Credit Card Handling

2.1. Scope

This section provides the minimum mandatory requirements that need to be applied to all employees that handle or come across credit or debit cardholder data, in any format within the LSE environment. Furthermore any third party that uses or accesses any of LSE's credit cardholder data, either physically or logically must also comply with this section. It is not LSE's intention to hold cardholder data, however, this section outlines what to do if such a situation arises.

2.2. Policy Statements

2.2.1. General

- Failure to protect card data can lead to large fines from banks, expensive investigations, expensive litigation, loss of reputation and in the worst case scenario, withdrawal of the ability to take payment by credit cards; which would greatly hinder LSE's ability to conduct business.
- No staff should handle cardholder data unless you have explicit authorisation to do so
- Cardholder data should only be handled in such a manner as is explicitly authorised by job roles.

2.2.2. Card Data Definitions and Requirements

- 'Credit Card Data' means most of the information on a Credit Card or Debit Card and includes the long 16 digit card number (Primary Account Number - PAN). It also includes the issue and expiry dates and the cardholder's name. The three digit security code on the back of the card is known as the Card Verification Value (CVV). The PAN must always be encrypted when electronically stored and the Cardholder data, if stored with the PAN must be protected.
- The CVV should be handled with great care and should never be written down or stored **anywhere**, whether on a piece of paper, a form, in a database, in a spreadsheet or any other electronic format, even if encrypted. The only exception to this is where you are taking a payment and need to store the CVV temporarily (pre-authorisation) whilst you arrange to take the payment. After the transaction has been authorised the CVV data *must be destroyed immediately*.
- If during the performance of your job you can see, by error or intention, a full card number when it is not required for you to do your job, please report this to Information Security Manager. If however your job requires that you need access to the full credit card number and it is not mentioned in your job description, please report this to your line manager so that they can update your job description and confirm it with HR.

2.2.3. *Card Data Handling Requirements*

- Credit card data should NOT be stored in LSE
- Credit card data is classified as confidential, in accordance with the LSE Information Classification Standard. This means that if credit card data is stored for whatever reason it must be protected. If it is stored in systems, it has to be encrypted. If it is stored on paper it must be locked away at all times unless in use. In the first instance, report **any** credit card number storage to the Information Security Manager.
- Do not store credit card data on laptops, desktop computers, file shares, memory sticks, CDs or floppy disks unless these are on approved systems. If in doubt, do not store the data.
- Do not store credit card data in spreadsheets and other office documents, unless specifically required for your work, approved in writing by the Information Security Manager and the document is encrypted to AES-256 bit standard.
- Any card data on LSE systems must be reported to the Information Security Manager immediately upon discovery.

2.2.4. *Printing of Documents Containing Card Data*

- There will be no cardholder data within LSE and therefore there will be no printing of cardholder data. Should cardholder data exist, printing of it is expressly forbidden.

2.2.5. *Handling Documents Containing Card Data*

- There are numerous cases where card data is legitimately stored on paper, be it a chargeback letter, a fraud document, an exceptions report etc. This data needs to be retained only until the systems are back up again and card data can be processed electronically.

2.2.6. *Vigilance and Awareness*

- Credit card data can be inadvertently left on printers, fax machines, on a desk, on a screen, in a clear email (although this is against the PCI-DSS Data Management Policy), in the 'trash' or 'recycle bin' file on a computer, in a temporary file, memory swap files etc.
- A good example of unusual locations to find credit card data is in call recordings. Occasionally telephone calls are recorded for quality and security purposes. These recorded calls can obviously contain the customer giving us their credit card details. To use these call recordings for training purposes the calls should be edited beforehand to remove any mention of a customer's credit or debit card details. So if you are listening to a call recording for training purposes, you should not hear a credit card number.
- If however, as part of your job you are required to listen to complete calls (for example for real-time quality checking) this is acceptable. However, storing such calls for any length of time must be done securely within an approved storage system.
- Each employee or contractor is responsible to protect LSE assets which include all forms of data. It is therefore important that, should you see any credit card data or other confidential data in a place that is insecure, inappropriate or where you do not expect to see it, even if your role includes the ability to work with credit card data you must:
 - a. secure the data, e.g. lock it in your desk,
 - b. report it to your manager and
 - c. report the incident to the Information Security Manager immediately.

3. PCI-DSS Cardholder Data Management

3.1. Scope

This section provides the minimum mandatory requirements that need to be applied to all data created, transmitted, stored or managed by LSE within the Cardholder Data Environment; be that data in hard (e.g. paper) or soft (e.g. hard disk) formats. Furthermore any third party that uses or accesses any of LSE's data within the CDE, either physically or logically must also comply with this policy.

3.2. Statements

3.2.1. Data Classification Standard

(see <http://www.lse.ac.uk/intranet/LSEServices/policies/pdfs/school/infSecStalT.pdf>)

- LSE have adopted 4 levels of data classification, as follows:
 - Public Data** - This is information that is on release to the public, such as our brochures, website and published accounts. Any data that is in the public domain has the classification of 'Public' and requires no specific protection or marking.
 - Internal Use** - 'Internal use' information can be disclosed or disseminated by its owner to appropriate members of LSE, partners and other individuals, as appropriate by information owners without any restrictions on content or time of publication.
 - Restricted Use** - 'Restricted' information is subject to controls on access, such as only allowing valid logons from a small group of staff. 'Restricted' information must be held in such a manner that prevents unauthorised access i.e. on a system that requires a valid and appropriate user to log in before access is granted. Information defined as Personal Data by the Data Protection Act falls into this category. Disclosure or dissemination of this information is not intended, and may incur some negative publicity, but is unlikely to cause

severe financial or reputational damage to LSE. Note that under the Data Protection Act large datasets (>1000 records) of 'Restricted' information may become classified as Confidential, thereby requiring a higher level of access control.

Confidential Data - This is information that is sensitive data, such as credit or debit cardholder data, unpublished Company accounts, LSE Intellectual Property, DPA-defined personal data or anything that in the hands of a competitor could provide that competitor with an advantage over LSE. All confidential data in the cardholder data environment must be marked as confidential and have a data owner assigned. Access to confidential data must be controlled so that only users that have a 'need to know' can have access to the data. By default everybody else should not have logical or physical access to that data. Confidential data shall not be copied or transmitted in any format without the prior permission of the data owner. All Confidential data in the cardholder data environment should be encrypted when stored in any electronic format.

- All data in the cardholder data environment must be handled in accordance with this policy.

3.2.2. *PCI-DSS Data Retention*

- Cardholder data must not be retained on any LSE system.
- Other data referring to the cardholder data environment will be treated as outlined below.

3.2.2.1. *Payment Card Data*

- Payment card data will not be stored within LSE.

3.2.2.2. *Revenue Protection Correspondence*

- This refers to all correspondence relating to charge-backs, revenue protection and fraud prevention. These will typically be paper copies and must be destroyed by cross-cut shredding once they have met their retention period.

3.2.2.3. *Information Systems and Physical Location Documentation*

- All documentation relating to Information Systems within the PCI-DSS CDE, including network diagrams, firewall access, system configuration, system passwords and backup documentation must be held securely with privileged access.

3.2.2.4. *Audit Logs*

- There will be no cardholder data in LSE, therefore no audit logs fall in scope.

3.2.3. *Cardholder Data Security*

Within the Cardholder Data Environment:

- Confidential data in the cardholder data environment must not be sent to any external party without authorisation from the Division head and the data owner, e.g. 2 separate people.
- All data physically sent to an external source must be sent via secure courier or other secure delivery method, as approved in advance by the data owner to ensure it is accurately tracked.
- All data must be stored in accordance with its classification regardless of the media it is held on.

- All physical backup media must be sent via secure transit.
- All data sent externally must be logged and those records retained for a period of 12 months.
- All physical (paper) and electronic confidential data, especially if it contains cardholder data, must have physical security controls applied at all times.
- All confidential data must be stored securely and all access to be secure and controlled based on a user's "need to know".
- Confidential data, especially cardholder data, stored on any form of media, e.g. CD's, backups, hard drives, paper etc, must be inventoried to ensure the secure storage is managed and recorded.
- Periodic media inventories must be performed on a minimum of an annual basis. Evidence of media inventories will be retained.
- All confidential data, such as cardholder data, access passwords must be encrypted when stored. Stored data includes all logical locations, e.g. databases, servers, log files, debugging files, backups, reports etc.
- All system and application passwords are classified as confidential and need to be encrypted in all forms of transmission as well as in storage.

3.2.4. *Cardholder Data Storage Locations*

- LSE does not store cardholder data

3.2.5. *Cardholder Data Disposal*

- LSE should not hold any cardholder data.
- However, should cardholder data exist on any system, the following conditions apply:
- All data must be securely disposed of when no longer required regardless of the media or application type on which it is stored.
- All hard copies of cardholder data must be manually destroyed as soon as it has reached the end of its retention period. A quarterly process must be in place to confirm that all non-electronic cardholder data has been appropriately disposed of in a timely manner.
- LSE requires that, before they leave LSE, all hardcopy materials are crosscut shredded, incinerated or pulped so they cannot be reconstructed.
- All cardholder information awaiting destruction must be held in lockable storage containers clearly marked "To Be Shredded" - access to these containers must be restricted.

3.2.6. *Mobile Data*

- Cardholder data will NOT be stored on mobile devices.

4. **Physical Security**

4.1. **Device Checking**

- devices must be periodically inspected by staff to look for tampering (for example, addition of card skimmers to devices) or substitution (for example, by checking the serial number or other device characteristics to verify it has not been swapped with a fraudulent device)

- personnel will be trained to be aware of suspicious behaviour and to report tampering or substitution of devices
- any tampering or suspicion that tampering has taken place must be reported to the *Information Security Manager*

4.2. Personnel Checking

- Verify the identity of any third-party persons claiming to be repair or maintenance personnel, prior to granting them access to modify or troubleshoot devices
- Do not install, replace, or return devices without verification
- Be aware of suspicious behaviour around devices (for example, attempts by unknown persons to unplug or open devices)
- Report suspicious behavior and indications of device tampering or substitution to the *Security Office* on extension 2000

5. Acceptable Use

- The information system facilities of LSE are provided for business purposes and use of these facilities must be authorised in accordance with the '**Conditions of Use of IT Facilities**' and the **Access Control Policy**.
- It is mandatory for all users of systems and equipment within LSE's cardholder data environment to adhere to the terms of 'Conditions of Use' and the Access Control Policy.
- Employees and other users who deliberately breach the terms of this policy will be subject to disciplinary action up to and including summary dismissal. Serious offenders are liable for prosecution under the Computer Misuse Act 1990.
- Every user is responsible for the proper use of the equipment they have been assigned and must comply with LSE's policies and all applicable laws.
- Users must ensure anti-virus is installed, up-to-date and operating on all LSE devices, **and report any failure of provision to the IT Service Desk**.
- It is prohibited to install and download any software on LSE computers within the cardholder data environment, unless authorised by the *Information Security Manager*.
- Any IT Systems equipment not belonging to LSE should not be installed on the LSE network within the cardholder data environment, unless permitted, with the authorisation of the *Information Security Manager*. Any such equipment must adhere to the standards within this document.

6. Responsibilities

All users within the cardholder data environment include all permanent (direct hire), temporary and contract staff who use LSE computer systems. All users must use the IT systems, information and equipment in accordance with LSE security policies and procedures. Users are responsible for:

1. Familiarising themselves with and adhering to the policies and procedures applicable to their area of responsibility;
2. Protecting LSE equipment issued to them against unauthorised access and damage;
3. Using LSE equipment for business purposes only;
4. Protecting LSE and customer information against unauthorised access and loss;
5. Not disclosing their passwords or sharing user accounts;
6. Ensuring that LSE IT systems and facilities (e.g. email or Internet) are used in accordance with the 'Conditions of Use of IT Facilities at LSE';
7. Clearing desks of all sensitive material and logging off or locking workstations at the end of the day and when leaving their desk;
8. Not removing equipment, information or any other LSE property from the organisation's premises without authorisation;
9. Not connecting personal equipment to LSE networks within the cardholder data environment;
10. Not installing, copying or modifying any software on LSE equipment without authorisation;
11. Immediately reporting security incidents to the information Security team (infosec@lse.ac.uk).

Responsibilities for carrying out specific information security duties will be defined in job descriptions where applicable.