PCi Security Standards Council ®

Payment Card Industry (PCI)
Data Security Standard

Attestation of Compliance for
Onsite Assessments – Service Providers

Version 3.2.1

June 2018

Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS)*. Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provider and Qualified Security Assessor Information

Part 1a. Service Provider Organization Information

Company Name:	Ingenico eCommerce Solutions BVBA / SPRL	DBA (doing business as):	Not Applicable
Contact Name:	Sofiane Heddar	Title:	Information Security Officer
Telephone:	+32477271304	E-mail:	sofiane.heddar@ingenico.com
Business Address:	Leonardo Da Vincilaan 3	City:	Zaventem
State/Province:	Not Applicable	Country: Belgium	Zip: 1930
URL:	https://ingenico.be/		

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:	SecureTrust		
Lead QSA Contact Name:	Estefania Izquierdo Colin	Title:	Primary Security Consultant
Telephone:	+1 (312) 873-7500	E-mail:	ecolin@securetrust.com
Business Address:	70 West Madison Street, Suite 600, Chicago, IL 60602 USA	City:	Chicago
State/Province:	Illinois	Country: USA	Zip: 60602
URL:	https://www.securetrust.com		

Part 2. Executive Summary

Part 2a. Scope Verification

Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) assessed:	Payment Processing - Internet, Payment Gateway/Switch, Clearing and Settlement, 3-D Secure Hosting Provider, System Security Services, IT Support, Software Development, Fraud and Chargeback, Merchant Services

Type of service(s) assessed:

Hosting Provider:	Managed Services (specify):	Payment Processing:
☐ Applications / software	☒ Systems security services	☐ POS / card present
☐ Hardware	☒ IT support	☒ Internet / e-commerce
☐ Infrastructure / Network	☐ Physical security	☐ MOTO / Call Center
☐ Physical space (co-location)	☐ Terminal Management System	☐ ATM
☐ Storage	☒ Other services (specify):	☐ Other processing (specify):
☐ Web	Software Development	
☐ Security services		
☒ 3-D Secure Hosting Provider		
☐ Shared Hosting Provider		
☐ Other Hosting (specify):		

☐ Account Management	☒ Fraud and Chargeback	☒ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☒ Clearing and Settlement	☒ Merchant Services	☐ Tax/Government Payments
☐ Network Provider		
☐ Others (specify):		

Note: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.

Part 2a. Scope Verification *(continued)*

Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) not assessed:	Not applicable

Type of service(s) not assessed:

Hosting Provider:	**Managed Services (specify):**	**Payment Processing:**
☐ Applications / software	☐ Systems security services	☐ POS / card present
☐ Hardware	☐ IT support	☐ Internet / e-commerce
☐ Infrastructure / Network	☐ Physical security	☐ MOTO / Call Center
☐ Physical space (co-location)	☐ Terminal Management System	☐ ATM
☐ Storage	☐ Other services (specify):	☐ Other processing (specify):
☐ Web		
☐ Security services		
☐ 3-D Secure Hosting Provider		
☐ Shared Hosting Provider		
☐ Other Hosting (specify):		
☐ Account Management	☐ Fraud and Chargeback	☐ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments
☐ Network Provider		
☐ Others (specify):		

Provide a brief explanation why any checked services were not included in the assessment:	Not applicable

Part 2b. Description of Payment Card Business

Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.	Ingenico eCommerce Solutions BVBA / SPRL (IECS) is a Level 1 Payment Service Provider.
	IECS receive, transmits and processes cardholder data (PAN, cardholder name, expiry, card security codes (CVV2, CVC2, CID, CAV2)) as part of its services. Cardholder data (PAN, cardholder name, expiry, card security codes (CVV2, CVC2, CID, CAV2)) are received from merchants and/or clients (white-labelled Payment Service Providers) via API integrations or from the cardholder via payment pages over TLS v1.2
	IECS processes cardholder data (PAN, cardholder name, expiry, card security codes (CVV2, CVC2, CID, CAV2)) for the purposes of authorization. Authorization of transactions may be performed in real-time per the above or via a batch file received from the merchant / client. The batch file data flow is via a dedicated IPSec VPN. IECS stores cardholder data (card security codes (CVV2, CVC2, CID, CAV2)) – protected with AES 256 - temporarily in a MS SQL database prior to authorization during the authorization process to establish authorization operations and destroys the data upon completion of authorization processing.
	IECS stores cardholder data (PAN) for transaction historical purposes and to support service operations in a database encrypted, truncated, and hashed.
	IECS processes and transmits cardholder data (PAN and expiry) for the purposes of settlement and clearance. Settlement's transactions are transmitted to the relevant acquirer over TLS 1.2.
	IECS supports fraud and chargeback processing, but the process does not include cardholder data.
	IECS transmits, processes and stores cardholder data only to provide the services, which are part of the business, any cardholder data storage is reduced to minimum needed.
Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.	Not applicable – Besides the services described above and covered by this assessment, IECS is not otherwise involved, nor can impact the security of cardholder data.

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
Example: Retail outlets	3	Boston, MA, USA

Data Centers	3	1 in Saint-Denis, Paris France 1 in Amsterdam-Zuidoost, The Netherlands 1 Magny-les-Hameaux, France
Head Offices	1	Zaventem, Belgium

Part 2d. Payment Applications

Does the organization use one or more Payment Applications? ☒ Yes ☐ No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
Ingenico ePayment Platform	4.141	Ingenico eCommerce Solutions BVBA/SPRL	☐ Yes ☒ No	Not applicable
Ingenico ecoomerce Backoffice	4.141	Ingenico eCommerce Solutions BVBA/SPRL	☐ Yes ☒ No	Not applicable
Ingenico ecommerce Backend	4.141	Ingenico eCommerce Solutions BVBA/SPRL	☐ Yes ☒ No	Not applicable

Part 2e. Description of Environment

Provide a **_high-level_** description of the environment covered by this assessment. _For example:_ • _Connections into and out of the cardholder data environment (CDE)._ • _Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable._	The in-scope IECS environments and zones in the data centers were included in the assessment. The following logical environments and all systems and procedures which support these zones were included: Saint Denis, France: PCI Production Environment. Amsterdam-Zuidoost, The Netherlands; PCI Production Environment. The IPSec VPN tunnels and private lines with acquiring banks and other Ingenico group entities, the remote access IPsec VPNs and the entities internet e-commer TLS traffic were included as part of the assessment. The following elements were included and reviewed during the assessment: • Payment applications • HSM • Key storage/ encryption

	• Change control and asset management
	• Application Servers
	• Application Log viewer
	• Code repository
	• Web Servers
	• Web application security testing
	• Multi-factor authentication solution
	• Firewalls
	• Firewall monitoring and auditing tool
	• Network monitoring and configuration management
	• Databases
	• DB monitoring tool
	• Operating systems
	• Windows configuration management
	• Workstations
Does your business use network segmentation to affect the scope of your PCI DSS environment? *(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)*	☒ Yes ☐ No

Part 2f. Third-Party Service Providers

Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated?	☐ Yes ☒ No

If Yes:

Name of QIR Company:	Not applicable
QIR Individual Name:	Not applicable
Description of services provided by QIR:	Not applicable

Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?	☒ Yes ☐ No

If Yes:

Name of service provider:	Description of services provided:
Ingenico Advanced Infrastructure Services	Managed hosting and managed service and system provider

Note: *Requirement 12.8 applies to all entities in this list.*

Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- **Full** – The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as "Not Tested" or "Not Applicable" in the ROC.

- **Partial** – One or more sub-requirements of that requirement were marked as "Not Tested" or "Not Applicable" in the ROC.

- **None** – All sub-requirements of that requirement were marked as "Not Tested" and/or "Not Applicable" in the ROC.

For all requirements identified as either "Partial" or "None," provide details in the "Justification for Approach" column, including:

- Details of specific sub-requirements that were marked as either "Not Tested" and/or "Not Applicable" in the ROC

- Reason why sub-requirement(s) were not tested or not applicable

Note: One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service Assessed:	Payment Processing - Internet, Payment Gateway/Switch, Clearing and Settlement, 3-D Secure Hosting Provider, System Security Services, IT Support, Software Development, Fraud and Chargeback, Merchant Services

PCI DSS Requirement	Details of Requirements Assessed			
	Full	**Partial**	**None**	**Justification for Approach** (Required for all "Partial" and "None" responses. Identify which sub-requirements were not tested and the reason.)
Requirement 1:	☒	☐	☐	
Requirement 2:	☐	☒	☐	**Requirement 2.1.1: IECS does not have wireless networks in scope.** **Requirement 2.2.3: IECS does not use insecure protocols.** **Requirement 2.6: IECS is not a shared hosting provider.**
Requirement 3:	☐	☒	☐	**Requirement 3.4.1: IECS does not use disk encryption.** **Requirement 3.6: IECS does not share keys with its customers.** **Requirement 3.6.2: IECS does not distribute encryption keys.** **Requirement 3.6.6: IECS does not use manual clear-text cryptographic keys.**
Requirement 4:	☐	☒	☐	**Requirement 4.1.1: IECS does not have wireless networks in scope.**
Requirement 5:	☒	☐	☐	
Requirement 6:	☐	☒	☐	**Requirement 6.4.6: no significant changes**

Requirement 7:	☒	☐	☐	
Requirement 8:	☐	☒	☐	**Requirement 8.1.5: IECS does not allow third parties to access the CDE.** **Requirement 8.5.1: IECS does not have remote access to customer premises.**
Requirement 9:	☐	☒	☐	**Requirement 9.6: IECS does not allow media distribution.** **Requirement 9.6.2: IECS does not allow media distribution.** **Requirement 9.6.3: IECS does not allow media distribution.** **Requirement 9.8.1: IECS does not have any other media that hard disks.** **Requirement 9.9: IECS does not operate POI devices nor POS.** **Requirement 9.9.1: IECS does not operate POI devices nor POS.** **Requirement 9.9.2: IECS does not operate POI devices nor POS.** **Requirement 9.9.3: IECS does not operate POI devices nor POS.**
Requirement 10:	☒	☐	☐	
Requirement 11:	☐	☒	☐	**Requirement 11.1.1: IECS does not allowed nor authorized wireless access points within or connected to the CDE.** **Requirement 11.2.3: no significant changes**
Requirement 12:	☐	☒	☐	**Requirement 12.3.9: IECS does not allow vendor nor business partner to access their CDE remotely.**
Appendix A1:	☐	☐	☒	**Appendix A1: IECS is not a shared hosting provider**
Appendix A2:	☐	☐	☒	**Appendix A2: IECS does not operate POI devices nor POS using early SSL/TLS.**

Section 2: Report on Compliance

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	*January 18, 2022*	
Have compensating controls been used to meet any requirement in the ROC?	☒ Yes	☐ No
Were any requirements in the ROC identified as being not applicable (N/A)?	☒ Yes	☐ No
Were any requirements not tested?	☐ Yes	☒ No
Were any requirements in the ROC unable to be met due to a legal constraint?	☐ Yes	☒ No

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated *January 18, 2022.*

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (*check one):*

☒	**Compliant:** All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall **COMPLIANT** rating; thereby Ingenico eCommerce Solutions BVBA / SPRL has demonstrated full compliance with the PCI DSS.
☐	**Non-Compliant:** Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall **NON-COMPLIANT** rating, thereby *(Service Provider Company Name)* has not demonstrated full compliance with the PCI DSS. **Target Date** for Compliance: An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4.*
☐	**Compliant but with Legal exception:** One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand. *If checked, complete the following:*

Affected Requirement	Details of how legal constraint prevents requirement being met

Part 3a. Acknowledgement of Status

Signatory(s) confirms:

(Check all that apply)

☒	The ROC was completed according to the *PCI DSS Requirements and Security Assessment Procedures*, Version 3.2.1, and was completed according to the instructions therein.
☒	All information within the above-referenced ROC and in this attestation fairly represents the results of my assessment in all material respects.
☐	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
☒	I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
☒	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

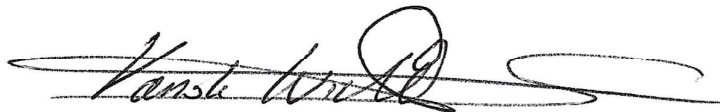## Part 3a. Acknowledgement of Status (continued)

☒	No evidence of full track data[1], CAV2, CVC2, CID, or CVV2 data[2], or PIN data[3] storage after transaction authorization was found on ANY system reviewed during this assessment.
☒	ASV scans are being completed by the PCI SSC Approved Scanning Vendor *SecureTrust*

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[1] Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

[2] The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

[3] Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 3b. Service Provider Attestation

Signature of Service Provider Executive Officer ↑	Date: 19/01/2022
Service Provider Executive Officer Name: VAN DE WIELLE GEERT	Title: MS CISO

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)

If a QSA was involved or assisted with this assessment. describe the role performed:	Estefania Izquierdo Colin, was the Principal Security Consultant, Assessor and Writer of the Report on Compliance

Signature of Duly Authorized Officer of QSA Company ↑	Date: January 18, 2022
Duly Authorized Officer Name: Christos Stavropoulos	QSA Company: SecureTrust

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)

If an ISA(s) was involved or assisted with this assessment. identify the ISA personnel and describe the role performed:	Not applicable

Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	NO	
1	Install and maintain a firewall configuration to protect cardholder data	☒	☐	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	☒	☐	
3	Protect stored cardholder data	☒	☐	
4	Encrypt transmission of cardholder data across open, public networks	☒	☐	
5	Protect all systems against malware and regularly update anti-virus software or programs	☒	☐	
6	Develop and maintain secure systems and applications	☒	☐	
7	Restrict access to cardholder data by business need to know	☒	☐	
8	Identify and authenticate access to system components	☒	☐	
9	Restrict physical access to cardholder data	☒	☐	
10	Track and monitor all access to network resources and cardholder data	☒	☐	
11	Regularly test security systems and processes	☒	☐	
12	Maintain a policy that addresses information security for all personnel	☒	☐	
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers	☒	☐	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	☒	☐	