Payment Card Data Security Incident Response Plan

E-Commerce & Virtual Terminal

Business Name: _____

Incident Response Lead: _____

Incident Response Deputy: _____

Manager/Director to Notify _____

THREAT INDICATORS

E-Commerce

- QR code tampering
- A third-party partner reports a breach
- Suspicious financial transactions
- Suspicious activity on the Application
- Unauthorized access to a system or network
- Gateway and application's daily financial reports don't reconcile

Virtual Terminal and Gateway Access

- Suspected malware:
  - Frequent random pop-up windows
  - Passwords no longer working
  - Anti-virus alerts or anti-virus shutting down
  - Frequent crashes or unusually slow performance
  - Hung process
- Customer reports compromised credit/debit card
- Hidden camera recording entry of credentials

- **STOP** processing transactions immediately
- DO NOT unplug power
- If Virtual Terminal - **unplug network cable**
- DO NOT alter or access the compromised system (e.g., do not log in to change passwords)
- Preserve electronic evidence
- Notify your supervisor and the designated incident response lead/delegate
- Report the incident indicating urgency, PCI & credit card breach to the ITSServiceDesk@cunet.carleton.ca or call **613-520-3700**
- Notify PCICompliance@Carleton.ca
- Log all actions taken