

## **Qashier - Service Provider Security Agreement**

Merchant acknowledges its responsibility for the security of cardholder data and making sure that cardholder data is secure and protected before the data reaches Qashier.

In the event the Merchant becomes aware of any unauthorised use/disclosure of cardholder data or of any security incident, the Merchant agrees to promptly report to Qashier as soon as reasonably possible and in any event within five (5) days from the date which it becomes aware of the use/disclosure.

Additionally, the Merchant acknowledges its responsibility in maintaining the integrity of the payment terminals by regularly inspecting the terminal to ensure it is secure. This includes but not limited to:

- **Delivery Inspection**

Verify that the box containing the payment terminal **has not been opened** and that **the security seal** is intact. If the seal has been broken, the terminal must be returned to Qashier immediately.

- **Regular Inspection**

Verify that no cameras or skimming equipment are attached to the payment terminal. Check for anything inserted in or attached to the card reader, ports, display or keypad.

- **Device Integrity Inspection**

Verify the payment terminal is not physically damaged e.g. missing seals or screws, holes in the device or added wires or labels.

Please ensure that store staff and camera footage is not able to see the customers' PINs when they enter it on the payment terminal and ensure that there are no suspicious activities around the payment terminal.

In the event of any suspicious activity, Merchant should contact Qashier directly.