

ZANE: Zimbabwe A National Emergency Card Data Policy

When a credit or debit card is used to donate to ZANE, we will ensure that this is done securely and in accordance with the Payment Card Industry Data Security Standard.

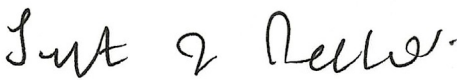
<https://www.pcisecuritystandards.org/> - for more information about PCI DSS standards.

- On completion of the transaction, the card details will be shredded.
- When card details are received on a donation form, they will be kept securely in a locked cabinet or safe until processed.
- The validation codes are securely destroyed once the payment or donation has been processed and the remainder of the form is kept by ZANE in secure storage for 7 years as required by HMRC.
- Only those team members authorised to process payments will be able to see the card details.
- Telephone credit or debit card donations are taken by Elovate, formerly Telebank Limited, certified payment processors.
- Online donations are taken by Elovate, formerly Committed Giving, JustGiving, PayPal, and certified payment processors.
- When not in use, the PDQ machine will be securely stored in a locked cabinet.
- When a transaction cannot be processed due to incomplete information, the card details will be shredded.

Responsibility for ensuring this policy is adhered to has been delegated by the Trustees to Tom Benyon.

Date policy adopted: April 2017
Last Reviewed: November 2025

Due for review: November 2027

Signed: 
Signed: