

Payment Card Terminal Policy

March 31, 2021

Purpose

BCLC's Policies regarding Lottery Retailer roles and responsibilities are set out in its [Retailer Policy Manual](#). This Payment Card Terminal Policy sets out supplementary roles and responsibilities applicable to all Retail Store Group (RSG) locations. This Policy supersedes the Lottery Retailer Policy Manual.

This Policy, as amended from time to time, forms part of an amended BCLC Lottery Retailer Agreement (LRA) between BCLC and those parties that BCLC authorizes to provide lottery retailer Services.

Definitions

Defined (capitalized) terms or acronyms used but not defined in this policy have the same meaning attributed to them in BCLC's Lottery Retailer Policy Manual.

Section 1 – Sensitive Authentication Data (SAD)

Retailers are prohibited to store any Sensitive Authentication Data (SAD) after credit card authorization. This includes:

1. Full magnetic strip data found on the back of the card;
2. Data generated by chip and/or contactless cards;
3. 3 digit Card Verification Value (CVV) located on the back of the card; and
4. Customer Personal Identification Number (PIN) or PIN Block.

Section 2 – Cardholder Data

Cardholder Data refers to any information contained on the customer's payment card such as; primary account number (PAN), cardholder name, and expiration date. Retailers are prohibited to store any Cardholder Data via end-user messaging technologies such as, but not limited to:

1. Short Message Service (SMS);
2. Text message;
3. Instant message; and
4. Electronic mail.

Section 3 – Payment Card Terminal Security

Retailers are prohibited to modify or alter BCLC provided network hardware and Payment Card Terminals or connect unauthorized equipment including, but not limited to:

1. Personal computers;
2. Mobile phones; and
3. External hard drives

Retailer must secure Payment Card Terminal in a locked location, when not in use. Retailer must also, inspect Payment Card Terminals and cables daily for signs of tampering and confirm inspection was completed by checking the marked boxes on the Retail Store Group, Daily Cash Out/Reconciliation Sheet.

Daily inspection of Payment Card Terminal;

1. Verify serial number is accurate;
2. Check for physical tampering; and
3. Check for unfamiliar electronic equipment connected to Payment Terminal.

Daily inspection of cables;

1. Check for Key Loggers; and
2. Check for changes to the current cable connection.

Retailer are prohibited to using Payment Card Terminal if there are any signs of suspicious activity or signs of tampering. Retailer must report all incidents to BCLC Lottery Hotline Support.

Guideline Ownership

Contact Position	Channel Group
Procedure Owner	Taylor McLeod, Sr. Manager Lottery Operations and Support
Approving Body	Director, Cyber Security

Revision History

Version	Effective	Approved by	Amendment
1.0	March 31, 2021	Director, Cyber Security	Initial release