

Card Security Information

Card Security

We take the security of your card and card information seriously.

Your physical card and the information associated with it are protected using security controls throughout the card lifecycle. This includes when your card is manufactured, personalised, stored, delivered, activated, replaced and securely destroyed.

Access to your card information and physical card stock is restricted to authorised individuals and trusted service providers who need access to provide our services.

We use appropriate security measures to protect payment card information when it is stored, processed or transmitted. Where applicable, our payment-card environments are subject to the requirements of the Payment Card Industry Data Security Standard (PCI DSS).

Protect your card and security information

You should:

- ✓ keep your physical card secure;
- ✓ never disclose your PIN;
- ✓ never write your PIN on your card;
- ✓ never provide your card security information to someone who contacts you unexpectedly;
- ✓ contact us immediately if your card is lost or stolen; and
- ✓ contact us if you believe your card information has been compromised.

We will never ask you to disclose your PIN.

Your card information

We only retain card and payment information where it is necessary for providing our services or for legitimate business, legal, regulatory, fraud-prevention or security purposes.

Certain sensitive card security information is subject to additional restrictions and is not retained where prohibited by applicable payment-card security requirements.

Our service providers

We may use specialist providers to manufacture, personalise, deliver, process or securely dispose of payment cards. These providers are required to maintain appropriate security and data-protection controls.

For more information about how we collect, use, retain and protect your personal and card-related information, please see our **Privacy Notice**.



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