



Cybersecurity

Thank you for your interest in our information security and compliance program. Our company can proudly say that security is a whole team effort between all sections of the business and our customers such as yourselves.

Please find the following bulleted list of our assurance documents that can be made available upon request.

- PCI-DSS AoC (set to have a renewed date at end of November)
- Redacted Information Security Policy (full policy is reviewed by 3rd party PCI-DSS Assessors)
- Annual Penetration Test Attestation Letter from Penetration Test firm
- Cyber-Liability Certificate

As part of our PCI DSS Level 1 assessment our external auditors do deep dives across the business and product environment to make sure we are providing world class security for our customers.

In addition to our compliance program, here is a non-exhaustive list of security measures our information security and engineering teams run:

- Multiple layers of privacy and security by design
- Use of best in class hosting provider, AWS
- Enterprise grade encryption
- Numerous fraud protection tools
- Third party penetration testing (targeted and PCI annual)
- Round the clock vulnerability scanning and analysis
- Secure code development
- Annual and department specialized training on Security Awareness and Privacy
- Logging and monitoring, payment verification along with physical security

While no SaaS or payments provider could provide you with 100% assurance that a data breach will not occur, we go to great lengths to protect the personal data entrusted to us. In the event of a data breach caused by Pushpay, we would take all necessary steps to contain the breach and comply with all applicable laws, including any obligation on the part of Pushpay to notify affected persons.

- We maintain cyber-liability insurance coverage to provide additional comfort that we can satisfy any Pushpay obligations that arise in connection with a data breach.