

**DATACOM**

**Service Schedule**  
**Payment Gateway Services**

## Appendix 2 – Service Specific Terms

### 1 Security

- 1.1 Datacom will use reasonable precautions, including but not limited to, physical, software, and network security measures, employee screening, training and supervision and appropriate agreements with employees, to:**
- (a) prevent anyone other than the Customer or its authorised employees from monitoring, using or gaining access to or learning the import of the Customer's Cardholder Data;**
  - (b) protect appropriate copies of the Customer's Cardholder Data from loss, corruption or unauthorised alteration; and**
  - (c) prevent the disclosure of the Customer's password and other access control information to anyone other than the authorised Customer employees,**
  - (d) (together the "Security Precautions").**
- 1.2 Datacom will cause the periodic testing and re-evaluation of the effectiveness of such Security Precautions. Datacom will within 24 hours of Datacom becoming aware, notify the Customer if such Security Precautions are violated and the Customer's Cardholder Data is affected or passwords or other access information is disclosed. Notwithstanding Clause 3.1, Datacom and its employees may use, process, view the contents of or monitor the Customer's Cardholder Data to the extent necessary for Datacom to perform its obligations under this Schedule.**
- 1.3 If security vulnerabilities are identified in the Datacom Payment Manager CDE, Datacom will promptly notify the Customer and will provide instructions to mitigate risk of that vulnerability being exploited. Datacom will provide a remedy, patch release or security update as soon as reasonably possible of a security vulnerability being discovered, and will provide support as necessary to properly deploy the remedy, patch or security update.**
- 1.4 Datacom will not be liable for the disclosure, monitoring, loss, alteration or corruption of the Customer's Cardholder Data to the extent it results from the Customer's failure to implement reasonable security measures to protect against the unauthorized use of facilities, computers network access devices and passwords outside the Datacom Payment Manager CDE service.**
- 1.5 The Customer will keep and will ensure that all its employees and contractors keep confidential and secret all passwords and other login details relating to the Datacom Payment Manager CDE service.**