

Nicola Hesketh  
Project and Information CoOrdinator

**Our Ref: FOI4970/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[Name Redacted]

2<sup>nd</sup> March 2018

Dear [Name Redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

*I wish to make a Freedom of Information Request about your Payment Solutions (Income Management and Cash Receipting):*

- 1) *What Income Management solution do you use?*
  - i) *Is the solution hosted off site?*
- 2) *What Card Payment solution do you use for:*
  - i) *Internet Payments?*
  - ii) *Mediated payments over the phone?*
  - iii) *Automated telephone payments?*
  - iv) *Card Present payments (Chip & Pin)*
- 3) *Who supplies the solutions in question 2 above?*
- 4) *Are these solutions hosted off site?*
- 5) *Are there more than one payment solutions in use in your Authority?*
  - i) *If so, how many and who are the supplier(s)*
- 6) *Approximately how many credit and debit card transactions do you take annually?*
- 7) *Who provides your Merchant Services?*
- 8) *Is this provided as part of your Banking contract or by the Card Payment Solution provider?*
- 9) *Is the Authority PCI-DSS compliant?*

#### **The response to your request as follows:**

- 1) **Capita**
- i) **No, on premise**
- 2) **Capita**
- i) **As above**
- ii) **As above**
- iii) **As above**
- iv) **VeriFone**
- 3) **Capita / VeriFone**
- 4) **Yes**
- 5) **Yes**

- i) 3 main plus Haven and Spektix
- 6) 65,000
- 7) Global
- 8) No
- 9) We are actively working towards compliance

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Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator