

How Credit Card Data is Handled at the Akademie der Künste (AdK)

1. Recording / Storage

Credit card data is read by the payment terminals (Ingenico i5100) during purchases of items or admission tickets at a designated point of sale (reception areas/bookshop). Only the last three digits of a credit card number can be read on the retailer's receipt that is retained as proof of purchase; the rest of the number is replaced with Xs and is not recognisable.

Following invoicing by a service provider, the retailer's receipts are submitted to the accounting department of the AdK, where they are stored. Legally they must be retained for 10 years. The service provider uses the data exclusively for the billing/invoicing of this purchase revenue.

The payment terminals in the AdK lobby areas are regularly checked for external tampering.

Credit card data is collected by an external service provider during the payment process for items or admission tickets purchased through the AdK's online shop.

The AdK's online shop is PCI certified. The Payment Card Industry Data Security Standards, applicable worldwide, define specific requirements for the different areas of storing, processing and disclosing cardholder data, which must be observed. This certification method is also carried out at the AdK.

The online shop of the Akademie der Künste is directly connected to a virtual terminal of the Internet payment service provider. During the payment process, customers are transferred to the virtual terminal of TeleCash GmbH & Co. KG. The input of credit card data occurs on the Internet page of Telecash, which is also PCI certified. Corresponding proof is available.

The AdK does have access to the virtual terminal and the credit card data collected if necessary. Only the AdK employee responsible for ticketing, Vanessa Bahlecke, has such access for the purpose of cancelling tickets in cases of event cancellation/refunds. This access is secured via a corresponding certificate on the employee's computer.

Storage / filing / evaluation of electronic data does not occur on the part of the Akademie der Künste. The handling of credit card data by Telecash is legally controlled through the PCI certificate's data privacy protection.

2. Destruction/Shredding of Data

Retailers' receipts are preserved under lock and key in the archives of the Akademie der Künste for the period of time the law specifies such documentation must be retained. After this period, a company specialising in and entrusted with the proper destruction of data collects and retrieves it in special containers. The data is then destroyed in keeping with cassation. In this way, it is guaranteed that all confidential and internal documents will be properly destroyed.

3. Overview of the Service Providers

Retailer/Vendor	Akademie der Künste Hanseatenweg 10 10557 Berlin, Germany
Internet payment provider	Volksbank an der Ortenau Okenstraße 7 77652 Offenburg, Germany
Virtual payment terminal used by the online shop	TeleCash GmbH & Co. KG Konrad-Adenauer-Allee 1 61118 Bad Vilbel, Germany
Payment terminal in the lobbies of the AdK	First Cash Solution GmbH Okenstr. 7 77652 Offenburg, Germany
Invoicing of payment transactions (EC/credit card)	First Cash Solution GmbH Okenstr. 7 77652 Offenburg, Germany
Invoicing of payment transactions (POS)	Busch & Dähn Services GmbH Joachim-Karnatz-Allee 45-47 10557 Berlin, Germany

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