

Date Provided: 2 March 2018

## Payment Solutions

Ref: FOI / 6261

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### Information Request and Response by Lewes District Council

1. *What Income Management solution do you use?* **Civica Icon**
  - i) *Is the solution hosted off site?* **No**
2. *What Card Payment solution do you use for:*
  - i) *Internet Payments?* **Civica Payments**
  - ii) *Mediated payments over the phone?* **Civica Payments**
  - iii) *Automated telephone payments?* **Civica Payments**
  - iv) *Card Present payments (Chip & Pin)* **Civica Payments**
3. *Who supplies the solutions in question 2 above?* **Civica**
4. *Are these solutions hosted off site?* **No**
5. *Are there more than one payment solutions in use in your Authority?*  
**No**
  - i) *If so, how many and who are the supplier(s)*
6. *Approximately how many credit and debit card transactions do you take annually?* **56,000**
7. *Who provides your Merchant Services?* **Lloyds Cardnet**
8. *Is this provided as part of your Banking contract or by the Card Payment Solution provider?* **Bank (outside main contract)**
9. *Is the Authority PCI-DSS compliant?* **Yes**