



A6: Do you or did you and/or any of your co-directors have (a) contract(s) with other credit card companies (in or outside the Netherlands)?

- No
- Yes, specify which company/companies and where they are established. If a contract has been dissolved, please state the reason for the dissolution.

**B: Information about your business management**

B1: Is your business part of a holding or parent company?

- Tick:  No
- Yes Name: \_\_\_\_\_
- Established in: \_\_\_\_\_

B2: Does your business have branches abroad?

- Tick:  No
- Yes Name: \_\_\_\_\_
- Established in: \_\_\_\_\_

B3: Besides this activity/these activities, do you pursue any sideline activities?

- Tick:  No
- Yes What sideline activities, and how have they been structured within your business (are there several private companies with limited liability (B.V.s) or do you have a different set-up?) Please also indicate whether you are gainfully employed besides carrying on your business activities.
- \_\_\_\_\_

B4: Have you or (any of) your co-director(s) ever been declared bankrupt or involved in a bankruptcy?

- Tick:  No
- Yes State the name of the business, the activities, your position at the time, date of the bankruptcy order, pronounced by whom.
- \_\_\_\_\_

B5: Give a description of the type of goods and/or services sold via the Internet:

\_\_\_\_\_

B6: Do the goods and/or services provided by you require licences?

- Tick:  No
- Yes Enclose a copy with your application

B7: Who is (are) the supplier(s) of your services/goods?

\_\_\_\_\_

B8: Do you have the recipient sign for delivery of the goods?

- Tick:  No
- Yes

B9: Do you have a (written) return and complaint policy?

- Tick:  No
- Yes Enclose a copy

B10: How are the goods/services supplied to the consumer (on-line, by post, by courier service, central collection point, etc.)?

\_\_\_\_\_

B11: If you outsource business processes to third parties, what activities does this involve (administration, distribution, etc.) and what organisation(s) handle them?

\_\_\_\_\_

\_\_\_\_\_

B12: At which bank(s) do you have accounts and since when?

- ABN Amro, since \_\_\_\_\_
- Rabobank, since \_\_\_\_\_
- ING/Postbank, since \_\_\_\_\_
- Fortis Bank, since \_\_\_\_\_
- Other bank, namely \_\_\_\_\_ since \_\_\_\_\_

B13: What is the (expected) average transaction amount per order?

\_\_\_\_\_

B14: Can you give a forecast of the turnover you expect to realise next year?

\_\_\_\_\_

### C: Security Policy

C1: Below give a description of the location where you carry on your business (private house, combined private house/business accommodation, multi-tenanted building with shared facilities, different type)?

\_\_\_\_\_

C2: Does storage and distribution of the goods/services sold by you take place at the same location where you carry on your business or is this done at separate locations (explain)?

\_\_\_\_\_

C3: How many employees do you have in permanent and temporary employment?

- In permanent employment \_\_\_\_\_ employees
- In temporary employment \_\_\_\_\_ employees

C4: Do you have your employees sign a declaration of confidentiality?

- Tick:  No  
 Yes    Enclose a copy of this.

C5: Do you screen potential employees?

- Tick:  No  
 Yes    How?
- Personal details are checked
  - A reference check is made
  - The CV is checked
  - The financial background is checked
  - Submission of a certificate of good behaviour

C6: Have you taken specific measures to prevent in-house unauthorised persons from gaining access or from being able to gain access to data-processing systems or confidential information?

- Tick:  No  
 Yes
- Physical access control
  - Logic access control/authorisation management
  - Key management
  - Clear-desk policy
  - Incident registration
  - Security awareness training as part of the staff development programme
  - Written operating procedures
  - Data-processing systems
  - Appointment of officer responsible for maintaining and checking the correct implementation of the data-protection policy.
  - Different measure, namely:

\_\_\_\_\_

C7: Have you taken other measures in the area of physical security in respect of burglary, intrusion, trespassing, etc.?

- Tick:  No
- Yes  Incident room-linked alarm system and internal follow-up procedure
- Antiburglary or burglar-resistant windows and classified hinges and locks
- CCTV (camera) surveillance
- Reception desk with monitoring duty
- Mandatory wearing of admission pass with photograph
- Visiting arrangement
- Compartmentalisation of critical spaces
- Contract with security firm for surveillance outside opening hours

## D: Data management

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D1: With which Payment Service Provider (or bank) do you use a payment system?

Name

Contact   Mr  Mrs

Telephone

D2: Can you indicate which of the following web server facilities you have outsourced to an external party or are managing yourself?

	Internal	External
Physical Internet server	<input type="checkbox"/>	<input type="checkbox"/>
System management Internet server	<input type="checkbox"/>	<input type="checkbox"/>
Content management	<input type="checkbox"/>	<input type="checkbox"/>

*If you have outsourced to an external party any of the facilities listed under D2 -> go on to question D3.*

*If all facilities are managed in-house, go on to question D6.*

### Outsourcing facilities

D3: Can you hold the external party liable for the consequences of data compromise and/or data loss?

Tick:  No

Yes

D4: What data management facilities have been agreed? (Enclose a copy of the agreement, if possible).

D5: Does (do) the external party/parties use Site Data Protection systems to prevent hacks?

Tick:  No

Yes

*If you manage in-house any of the facilities referred to under D2 -> go on to question D6.*

*If all facilities have been outsourced -> go on to question D11.*

### Internal management facilities

D6: As well as with the external connection (the Internet) is your web/mail server also linked to the internal network?

Tick:  No

Yes

D7: Is your back-office permanently connected with the server?

Tick:  No

Yes

D8: Is the web server also used for other purposes?

Tick:  No

Yes

If so, for what purposes?

D9: Do you use (a) firewall or other first-line defence systems?

Tick:  No  
 Yes If so, name? \_\_\_\_\_

D10: Do you use Site Data Protection software to prevent hacks?

\_\_\_\_\_

D11: Does your domain name bear a direct relation to your business and in whose name has it been registered?

Tick:  No  
 Yes If so, name? \_\_\_\_\_

D12: Are customer orders logged (IP, address, routing, time, etc.)?

Tick:  No  
 Yes

D13: What means do you employ in the area of risk management?

Tick:  Telephone contact to (re)confirm order  
 Verification or exclusion of supply to risk countries  
 Confirmation of order by E-mail  
 Verification of IP address vs. delivery address  
 Different way, namely \_\_\_\_\_

D14: Are the ordering instructions/transaction data stored in an encrypted form?


Tick:  No  
 Yes If so, how, which version? \_\_\_\_\_

D15: How frequently are cardholders and/or transaction data removed from the web server?

Tick:  Daily  
 Weekly  
 Monthly  
 Different, namely \_\_\_\_\_

## Signing

The undersigned declares that he/she has completed this questionnaire truthfully and hereby grants Interpay permission to verify the details provided with the authorities listed and to enter them in the internal information systems.

Name	Position	Signature 
Date	Total number of annexes	

### Information to be submitted

- Copy of a valid proof of identity
- Copy of a residence permit (if applicable)
- Bank reference (see example in annex)
- Copy of terms of delivery (if applicable)
- Business licence (if applicable)
- Copy of return and complaint policy (if applicable)
- Example of declaration of confidentiality for employees (if applicable)
- Copy of data management outsourcing agreement (if applicable)