Further to your Information request FOI67282 please find your questions and our responses below.

1. At the time of receiving this request, has your payment processing provider written to you to explain Visa’s forthcoming changes to debit card transaction processing interchange i.e. the switch from simply a “pence per transaction” charge to a charge determined as a combination of pence per transaction and a percentage of the value of that transaction?

Response: No

2. If you have received a notification letter, please could you attach a copy to your response.

Response: Not Applicable

3. At the time of receiving this request, have you quantified the additional cost that will arise from the changes to debit card processing costs?

Response: No

4. If you have quantified the additional costs, what will these be?

Response: Not Applicable

5. At the time of receiving this request, have you been notified by your card payment processor about the upcoming reductions to charges for processing face-to-face MasterCard consumer card transactions?

Response: No

6. Has your card payment processor confirmed that they will pass on to you the cost savings for MasterCard face-to-face consumer card transactions?

Response: No

7. When you receive invoices for card payment processing, which of the following do you verify:

a. The total receipts? Response: yes

b. The rate applied to each transaction / card type – as against the contract? Response: - yes

c. The mathematics e.g. Visa consumer transaction value £50,000 charged at 1.2% = £600.00? Response: yes
8. Who is your current card payment processing provider?

Response: This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 24 National Security. (1) Information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security. (2) The duty to confirm or deny does not arise if, or to the extent that, exemption from section 1(1)(a) is required for the purpose of safeguarding national security.

9. When does your current contract with your card processing provider become due for renewal?

Response: This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 24 National Security. (1) Information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security. (2) The duty to confirm or deny does not arise if, or to the extent that, exemption from section 1(1)(a) is required for the purpose of safeguarding national security.

10. Please can you attach a recent statement from your card processing provider.

Response: This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 24 National Security. (1) Information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security. (2) The duty to confirm or deny does not arise if, or to the extent that, exemption from section 1(1)(a) is required for the purpose of safeguarding national security.

11. Have you ever suffered from a data security breach?

Response: This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 24 National Security. (1) Information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security. (2) The duty to confirm or deny does not arise if, or to the extent that, exemption from section 1(1)(a) is required for the purpose of safeguarding national security.

12. At the time of receiving this request, can you confirm that all your systems are fully compliant with PCi DSS (Payment Card Industry Data Security Standard) and that this confirmation is based on the fact that the council has conducted formal assessment as per the PCi DSS protocol?
Response: This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 24 National Security.

(1) Information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security. (2) The duty to confirm or deny does not arise if, or to the extent that, exemption from section 1(1)(a) is required for the purpose of safeguarding national security.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF