



**Windcave Limited**  
33 Wilkinson Road, Ellerslie  
Auckland 1060  
New Zealand

16 February 2024

RE: All requests for Information Security, Quality and Risk Assessment related Questionnaire completion

Dear Valued Customer

#### Windcave 's PCI Service Provider Acknowledgement

Windcave acknowledges that it is responsible for the security of cardholder data that it possesses, including the functions relating to storing, processing and transmitting of the cardholder data.

Windcave also affirms that it has complied with all applicable requirements to be considered PCI DSS compliant, and has performed the necessary steps to validate its compliance with the PCI DSS.

Windcave agrees to supply the current status of its PCI DSS compliance status, and evidence of its most recent validation of compliance if requested and will notify if this status changes.

#### General Operational

Windcave also acknowledges that it will maintain the same level of Security, Certification, Compliance, Corporate Social Responsibility, Environmental and other Operational specification that it did at the time of customer engagement this includes but is not limited to ISO9001, ISO27001, PCI - PIN, PTS, P2PE, PA-DSS, unless communicated otherwise.

Please see the following link for a compliance summary:

<https://www.windcave.com/certifications-and-compliance>



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## Customer Assessment Questionnaires

Due to the significant time and cost involved in completing Assessment Questionnaires – such as Security, Compliance, and CSR etc which in many cases has a very high level of complexity that only senior staff from multiple departments are able to answer, Windcave does not perform such services on an annual or free-of-charge basis. For more details, please speak with your account manager.

Windcave is confident that the standards we comply to are sufficient for the services which we provide to your organization.

Your Sincerely

A handwritten signature in blue ink that reads "Collard".

Cameron Collard

Global Head of Risk, Compliance & PMO - Windcave