PCI Incident Response Procedures: Credit Card Information Received via E-Mail

In the event that you receive cardholder information, e.g. credit card number, via e-mail, you should:

1. Make a note of who sent the e-mail (forwarded from within the University or sent directly from the customer).
2. Notify the Baylor ITS security team (710-2711/709-5699) with the circumstances of the e-mail and include the following:
   - Date and Time
   - From Address
   - To Address
   - Subject Line (as long as it doesn't contain credit card information)
   - Confirmation that you will permanently delete the e-mail
3. Do **NOT** process the credit card received via e-mail.
   - Reply to the sender (making sure to delete cardholder information) with the following text: "Baylor University cannot accept e-mailed credit card information in accordance with PCI compliance requirements and for the protection of our valued customers. In order to securely process your credit card, we will be calling to obtain the information by phone."
   - Contact the customer or donor directly via phone/in person, reinforce that we cannot accept credit cards via e-mail, and request that they provide the credit card number over the phone.
4. Permanently delete the e-mail (contact the HELP desk if you have questions regarding this procedure) as follows:
   - Shift+Delete, with confirmation
   - Select the Folder tab
   - Click "Recover Deleted Items"
   - Find the e-mail message and delete it from that list by clicking "X"
5. If the e-mail was forwarded from within the University, notify the individual that we cannot accept credit cards via e-mail. If the individual has questions, he/she can contact the PCO Committee (pci@baylor.edu).
6. ITS will install and run a program to scan any involved computer(s) to ensure the credit card information is completely deleted.