FAQS

• **Who do I contact with a PCI question?**
  The PCI compliance team can be contacted by email through pci@mines.edu. During working hours, the Controller’s Office can be contacted at 303-273-3158. In case of an emergency after normal working hours, contact Campus Safety and they will alert the PCI Administrator.

• **What do I do if someone emails me credit card information?**
  Email should not be used to transmit payment card or personal payment information, nor should it be accepted as a method to supply such information. Mines email is secured against sending or receiving Cardholder Data.

• **How long should I hold onto Cardholder Data?**
  Cardholder Data should not be retained any longer than a documented business need; after which, it must be deleted or destroyed immediately following the needed use. A regular schedule of deleting or destroying data should be established in the Merchant Department to ensure that no Cardholder Data is kept beyond the time needed.