

Miratel Solutions Successfully Renews PCI Compliance Certification SAQ D – Service Provider

Miratel Solutions, a Toronto contact centre and letter shop mail house specializing in professional fundraising services, proudly announce that it has successfully complied with the PCI DSS standard receiving SAQ D – Service Provider certification.

Toronto, Ontario Miratel Solutions Inc. (Miratel) announced today that it has successfully maintained compliance of the Payment Card Industry Data Security Standard (PCI-DSS) having been awarded SAQ D certification. PCI DSS SAQ D is the most rigorous industry recognized payment card security standard available globally from the PCI Security Standards Council. By achieving this designation, Miratel demonstrates continued commitment to being industry leaders in safeguarding customer account data and utilizing ‘best practices’ for security policies and procedures used in the delivery of its industry leading professional fundraising solutions. This certification also further solidifies Miratel’s dedication to providing the highest possible service standards.

Data protection and secure delivery of all services has always been a top priority for Miratel and offering the most secure environment for credit card information and other personal data is paramount. To maintain PCI certify certification, Miratel underwent a comprehensive third party examination of its policies, procedures and technical systems/infrastructure by NCI, a provider of Payment Card Industry Data Security Standard (PCI DSS) compliance services for safeguarding customer account data. NCI has over a decade of experience delivering complete, sophisticated, end-to-end security solutions for leading Canadian Public and Private sector organizations in health care, law enforcement, municipal government, education, finance, technology, manufacturing, energy, and transportation. The Payment Card Industry Data Security Standard (PCI DSS) is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. This comprehensive standard is intended to help organizations proactively protect customer account data.

“Our clients entrust us with their most valuable commodity - their donors and protecting their personal credit card information is of the utmost importance to Miratel,” said Managing Partner, Tracy Ritson. “Ensuring the security of that data is the most critical action we can take and we will continue to invest the necessary effort and resources into maintaining strict PCI Compliance standards.”

Miratel’s PCI compliance certification encompasses all related nonprofit fundraising services delivered throughout its inbound and outbound call centre services, eBusiness and letter shop mail house. Miratel’s clients include some of Canada’s most established and reputable charitable organizations who rely on Miratel to provide a variety of services including telephone fundraising, online giving, lottery management, donation processing, donation receipting and other donor management services. On their behalf, Miratel manages over 1 million individual financial transactions via credit card each year. Since its inception in 2000, Miratel has successfully handled more than 11 million donor interactions via phone, web, fax and mail representing more than \$1.5 billion in gross fundraising revenue.