

## PUBLIC QUESTIONS

<b>Question 1</b>	<b>Carl Warnell to ask Cllr Carl Brittain, the Executive Member for Financial Sustainability</b>
<p>I was shocked to see that at the 30th October meeting of the Audit &amp; Governance Committee that a new system (Adelante Smart Pay) will ensure PCI compliance for residents' payments. Can the Executive Member confirm that the previous systems and processes were not PCI-DSS compliant and if so was the council fined by the PCI or its associated members, and has the council experienced any data breaches compromising residents' financial information?</p>	
<b>Response from Cllr Carl Brittain</b>	
<p>The introduction of Endcall as part of the implementation of Adelante Smart Pay, which went live on 21 November 2024, has resulted in the Council now being PCI-DSS compliant. This compliance needs to be validated via an assessment and confirmation process which is being worked on by officers currently. Under the previous system in place the Council was not PCI-DSS compliant in the way that it handled telephone payments. The council has not experienced any data breaches.</p> <p>At the moment I am not aware of any fines payable, but we are still looking into that.</p>	