

ADVANCED RECOVERY CONCEPTS

PCI-DSS CREDIT CARD SECURITY POLICY

Last updated August 2022

In this PCI-DSS Credit Card Security Policy (“PCI Policy”), “ARC”, “we”, “us”, or “our” refers to Advanced Recovery Concepts, LLC including its affiliates. We follow the Payment Card Industry Data Security Standard (PCI-DSS) when handling credit card data and other proprietary information disclosed by patients when paying for physician services on our website or in our practice, subject to the following terms and conditions.

This PCI Policy applies if we accept cardholder information when processing payments for physician services or for any other product or service for which we process payments. Please read this PCI Policy carefully to understand our policies and practices regarding patient cardholder information and how we will treat it.

1. Applicability

Organizations utilizing a third-party “service provider” to process merchant cards are subject to complying with Requirement 12.8 of the PCI-DSS, which requires a “written agreement” addressing PCI-DSS responsibilities. The requirement is one of the items included in the Self-Assessment Questionnaire (SAQ C or SAQ D) that the organization must answer annually.

2. Nature of the PCI Policy

- (a) ARC and its affiliates (the “Vendors”) may provide certain services, which such services may involve the processing of merchant card transactions; specifically, the processing of payment card information disclosed by patients when paying for physician services or otherwise making payments on our website; and
- (b) Vendors are required to adhere to PCI-DSS promulgated by the PCI Security Standards Council; and
- (c) Vendors may collect patient cardholder data disclosed by patients on our website and may share this data with various third-party payment processors; and
- (d) Vendors may process, transmit, and/or store cardholder data in the performance of services provided to patients, and are therefore considered “service providers” under Requirement 12.8 of the PCI-DSS; and
- (e) Requirement 12.8.2 of the PCI-DSS requires Vendors to maintain a written agreement that includes an acknowledgment that the Vendors are responsible for the security of cardholder data that the service providers possess; and
- (f) Requirement 12.8.4 of the PCI-DSS requires Vendors to maintain a program to monitor their PCI-DSS compliance status.

3. Representations and Warranties

- (a) Vendors are responsible for the security of cardholder data that they possess, including the functions relating to storing, processing, and transmitting of cardholder data.
- (b) Vendors affirm that as of the effective date of the PCI Policy, Vendors have complied with all applicable requirements to be considered PCI-DSS compliant and have performed the necessary steps to validate their compliance with the PCI-DSS.
- (c) Vendors will supply the current status of Vendors’ PCI-DSS compliance status, and evidence of their most recent validation of compliance upon request. Vendors will supply to patients a new status report and evidence of Vendors’ compliance at least annually.

- (d) Vendors will immediately notify patients if a Vendor learns that they are no longer PCI-DSS compliant and will immediately provide the patient with the steps being taken to remediate the non-compliance status. In no event should Vendors' notification to you be later than seven (7) calendar days after Vendors learn that they are no longer PCI-DSS compliant.
- (e) Vendors acknowledge that any indemnification provided for under any contracts with third-party payment processors apply to the failure of the Vendors to be and to remain PCI-DSS compliant.

If a patient wishes to request to review, update, delete submitted cardholder information, or exercise any of their rights in accordance with this PCI Policy, or if patients have any additional questions regarding this PCI Policy or how to remove or modify their cardholder information or related consents, please contact ARC by the e-mail or the mailing address below:

Advanced Recovery Concepts, LLC
25700 Science Park Dr., Suite 210
Beachwood, OH 44122
Attention: PRIVACY OFFICER

Any rights not expressly granted herein are reserved by and for us.

ARC will use commercially reasonable efforts to promptly respond and resolve any problem or question.

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