



Vencida Security Measures

The security of our websites is paramount to us being able to operate successfully as a business. We make every effort to ensure our transaction process is safe and that your personal information remains secure.

All transactions are covered by our multi-level protection:

THWATE® 128bt SSL Certification

Our secure-server software encrypts all your personal information. This is a *Thwate*® 128bt SSL (128-bit being the highest possible level of encryption) ensuring your details can not be read by any third party.

PROTX® transaction Security

We have also made the decision to outsource our payment gateway to *Protx*® to handle and process our card payments online. This allows us to concentrate on distribution of products whilst they specialize in secure online transactions.

Protx® are a UK based company and handle payments for some of the UK's largest internet companies.

At *Protx*® all sensitive data is secured using the same internationally recognised 256 bt encryption standards used by, among others, the US Government. The encryption keys are held on state-of-the-art, tamper proof systems in the same family as those used to secure *VeriSign's* Global Root certificate, making them all but impossible to extract. The data held is extremely secure and they are regularly audited by the banks and banking authorities to ensure it remains so.

Protx® is audited by an independent company to ensure they are up-to-date with the latest encryption and security standards and that they comply with the stringent standards set out by the card schemes.

Protx® is now fully approved as a Level 1 compliant provider under the Payment Card Industry Data Security Standard (PCI DSS). This is the highest level of compliance. The PCI standard was co-written by Visa and MasterCard International in order to establish a standard set of requirements throughout the payment card industry. It was designed to establish and enhance data security for credit card processing. The standard is also endorsed by American Express, Discover, JCB and Diners.

All transaction information passed between merchant sites and the *Protx*® VSP Systems is encrypted using 128-bit SSL certificates. No cardholder information is ever passed unencrypted and any messages sent to your servers from *Protx*® are signed using MD5 hashing to prevent tampering. You can feel completely secure in the knowledge that nothing you pass to the *Protx*® servers can be examined, used or modified by any third parties attempting to gain access to sensitive information.

No-one at *Vencida Group* has access to your payment details when a transaction is placed using the internet.

HACKER SAFE® Certification

Vencida Group websites are also monitored by ScanAlert's *HackerSafe*®. *HackerSafe*® sites are scanned, tested and certified daily to pass the Payment Card Industry (PCI) Data Security Standard requirements of Visa CISP and AIS, MasterCard SDP and American Express DSS programs.

Since the company's founding in 2001, ScanAlert's *HackerSafe*® certification service has become the world's most viewed web site security trust mark. The company's patent pending security technology is used by over 75,000 web sites, including over half of the Internet Retailer Top 500, to protect them from hackers and certify their security to their customers and business partners. The world's largest provider of PCI compliance services, ScanAlert operates validation programs, through partners such as Visa International, the Council of Better Business Bureaus and CyberSource, to manage the enrollment of more than 150,000 merchants and payment service providers in over 70 countries.

So our entire web system is scanned everyday by *HackerSafe*®, if any vulnerabilities are found in our web systems, we are informed immediately, we then have to patch any problem with extreme haste.

CA® Internal System Protection

All our internal systems are protected by *Computer Associates*® (*CA* is one of the world's largest IT management software providers) and managed by *Innovocom*. Our firewall and anti-virus system provided by *CA* is one of the most advanced in its field and is constantly being updated. Similarly we use *CA "etrust" pest patrol*® anti-spyware to combat hijackers and keyboard loggers, which is also constantly updated.

So to recap, all your details are collected and protected by a *Thwate*® 128bt SSL then, as soon as your payment details are requested, *Protx*® kicks in which are then protected by a 256bt SSL (as used by the US government).

Our security systems will rival any other top online retailer, who processes payment themselves. The fact that we have such high security, and also outsource our transaction security and payments to a specialist company (*Protx*®), means you should feel completely secure with our protection levels. While all this happening *HackerSafe*® are protecting our sites from hackers so protecting your (and our) details.

So why do we operate such high security? We believe in protecting all your details, such as your address, telephone number and e-mail address, as identity fraud is on the increase and can cause similar problems to credit card fraud. We have no hesitation in claiming that our security measures are something to truly be proud of.

For further reading you may wish to visit:

www.hackersafe.com - www.thwate.com

www.protx.co.uk - www.ca.com

www.pestpatrol.com - www.innovocom.com