# AKADEMIE DER KÜNSTE

**Handling of payment data at the Akademie der Künste (AdK), Berlin**

## 1. Acquisition / storage

When items or tickets are purchased at the point of sale (receptions/bookshops), the credit cards are scanned at the payment terminals (Ingenico i5100). Only the last three digits of the credit card numbers are visible on the vendor receipts, while the others are obscured with Xs. These receipts are to be retained. The payment terminals at the receptions are regularly maintained and checked for outward signs of modification.

After settlement, the vendor receipts are transferred by a service provider to the accounting department of the Akademie der Künste and must be kept there for ten years. The service provider uses the data exclusively for the settlement of revenues.

When tickets are purchased in the Akademie der Künste webshop, the payment data (via credit card or Sofortüberweisung) are collected by an external service provider during the payment process.
Payment transactions in the Akademie der Künste webshop are PCI-certified. The globally applicable Payment Card Industry Data Security Standards define specific mandatory requirements for the various aspects of the storage, processing and transmission of cardholder data. This certification procedure has also been carried out at the Akademie der Künste and is regularly updated.

The Akademie der Künste webshop is directly connected to a virtual terminal of the Internet payment provider. During the payment process, buyers are redirected to the TeleCash GmbH & Co. KG virtual terminal. Credit card data are thus entered on the TeleCash website, which is also PCI-certified. The relevant certificate is available.

If Klarna SOFORT (Sofortüberweisung) is selected as the payment method, buyers are redirected to the secure payment form of Klarna SOFORT GmbH after selecting the ticket at the TeleCash terminal. The transfer data are automatically transmitted, and buyers select their bank and enter their usual access data for online banking. Finally, they authorise the transfer with a confirmation code. The data are transmitted in encrypted form to the online bank account, where the transfer is performed in real time with the entering of a PIN and TAN. With Sofortüberweisung, as is usual in online banking, the transmitted data are also encrypted end-to-end at the transport level via TLS (Transport Layer Security) by using currently secure algorithms between the server and the web browser. In addition, buyers' entries are protected in the web browser by asymmetric RSA encryption prior to end-to-end encrypted transmission.

Access to the TeleCash GmbH & Co. KG virtual terminal and to the collected payment data is exclusively available to the staff member responsible for ticketing and her deputy at the Akademie der Künste for the purpose of ticket cancellations and chargebacks. When signing in, they authenticate themselves at the virtual terminal by means of personal certificates. The encrypted credit card numbers are never displayed in full and only with the omission of their middle digits.

The Akademie der Künste only stores / files / evaluates the data for the purpose of chargebacks and within the scope of the law. According to the PCI certificate, the handling of credit card data on the part of TeleCash is controlled by data protection law.

## 2. Destruction

The vendor receipts are stored securely in the archive of the Akademie der Künste for the statutory invoice retention period. Thereafter, they are collected in special containers by a company specifically designated for data destruction to ensure that all confidential and internal documents are correctly destroyed.

## 3. Overview of service providers

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| Merchant / vendor | Akademie der Künste<br>Hanseatenweg 10<br>10557 Berlin, Germany<br>Tel. +49 (0)30 200 57-1000<br>ticket@adk.de / info@adk.de |
| Internet payment provider | Volksbank eG, Offenburg<br>Okenstr. 7<br>77652 Offenburg, Germany<br>Tel. +49 (0) 07721 802-0 |
| Virtual payment terminal in the webshop | TeleCash GmbH & Co. KG<br>Konrad-Adenauer-Allee 1<br>61118 Bad Vilbel, Germany<br>Tel. +49 (0)1806 225 588 00<br>info@telecash.de |
| Settlement of payment transactions (EC/credit card) | First Cash Solution GmbH<br>Okenstr. 7<br>77652 Offenburg, Germany<br>Tel. +49 (0)7805 916 96-0<br>mail@1cs.de |
| Payment terminals at the receptions of the Akademie der Künste, Berlin | POS-cashservice GmbH<br>Hohenbusch-Markt 1b<br>01108 Dresden, Germany<br>Tel. +49 (0)351 27 206 990<br>info@pos-cashservice.de |
| Staff ticket sales | Busch & Dähn Services GmbH<br>Joachim-Karnatz-Allee 45-47<br>10557 Berlin, Germany<br>Tel. +49 (0)30 390 678-0<br>info@buschdaehn.de |
| Sofortüberweisung payment method | Klarna SOFORT<br>Klarna GmbH<br>Theresienhöhe 12<br>80339 München, Germany<br>Tel. +49 (0)221 669 501 10<br>datenschutz@klarna.de |