

Payment Card Industry Data Security Standard

Attestation of Compliance for Report on Compliance – Service Providers

Version 4.0 Revision 2 Publication Date: August 2023



PCI DSS v4.0 Attestation of Compliance for Report on Compliance – Service Providers

Entity Name: Mews Systems B.V.

Assessment End Date: June 20, 2024

Date of Report as noted in the Report on Compliance: July 18, 2024



Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance (AOC) must be completed as a declaration of the results of the service provider's assessment against the *Payment Card Industry Data Security Standard (PCI DSS) Requirements and Testing Procedures (*"Assessment"). Complete all sections. The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the entity(ies) to which this AOC will be submitted for reporting and submission procedures.

This AOC reflects the results documented in an associated Report on Compliance (ROC). Associated ROC sections are noted in each AOC Part/Section below.

Capitalized terms used but not otherwise defined in this document have the meanings set forth in the PCI DSS Report on Compliance Template.

| Part 1. Contact Information | | | |
|--|---|--|--|
| Part 1a. Assessed Entity (ROC Section 1.1) | | | |
| Company name: | Mews Systems B.V. | | |
| DBA (doing business as): | Mews Systems s.r.o | | |
| Company mailing address: Náměstí I. P. Pavlova 5, 120 00 Vinohrady, Czech Republic | | | |
| Company main website: | npany main website: https://www.mews.com/ | | |
| Company contact name: | Jan Taus | | |
| Company contact title: | Director of IT and Security | | |
| Contact phone number: | +420 737 450 284 | | |
| Contact e-mail address: | jan.taus@mews.com | | |
| Part 1b Assassor | 1 | | |

Part 1b. Assessor (ROC Section 1.1)

Provide the following information for all assessors involved in the Assessment. If there was no assessor for a given assessor type, enter Not Applicable.

| PCI SSC Internal Security Assessor(s) | | | |
|---|---|--|--|
| ISA name(s): | Not applicable | | |
| Qualified Security Assessor | | | |
| Company name: | Verizon Business Services (hereafter Verizon) | | |
| Company mailing address: H.J.E. Wenckebachweg 123, 1096 AM Amsterdam, The Netherlands | | | |
| Company website: | http://www.verizonenterprise.com | | |
| Lead Assessor name: | David van der Merwe | | |
| Assessor phone number: | +31 (0) 655 787 221 | | |
| Assessor e-mail address: | david.vandermerwe@nl.verizon.com | | |
| Assessor certificate number: | 007-105 | | |



Part 2. Executive Summary

Part 2a. Scope Verification

| Services that were <u>INCLUDED</u> in the scope of the Assessment (select all that apply): | | | | | |
|--|---|------------------------|--|--|--|
| Name of service(s) assessed: | Mews Operations (Commander) version 1858.0.0 Mews Booking Engine (Distributor) version 1338.0.0 Mews Guest Portal (Navigator) version 1353.0.0 Mews Kiosk version 3.12.0 | | | | |
| Type of service(s) assessed: | | | | | |
| Hosting Provider: Applications / software Hardware Infrastructure / Network Physical space (co-location) Storage Web-hosting services Security services 3-D Secure Hosting Provider Multi-Tenant Service Provider Other Hosting (specify): | Managed Services: Systems security services IT support Physical security Terminal Management System Other services (specify): | Payment Processing: | | | |
| Account Management | Fraud and Chargeback | Payment Gateway/Switch | | | |
| Back-Office Services | Issuer Processing | Prepaid Services | | | |
| Billing Management | Loyalty Programs | Records Management | | | |
| Clearing and Settlement | | | | | |
| Network Provider | | | | | |
| Others (specify): | | | | | |

Note: These categories are provided for assistance only and are not intended to limit or predetermine an entity's service description. If these categories do not apply to the assessed service, complete "Others." If it is not clear whether a category could apply to the assessed service, consult with the entity(ies) to which this AOC will be submitted.



Part 2a. Scope Verification (continued)

Services that are provided by the service provider but were <u>NOT INCLUDED</u> in the scope of the Assessment (select all that apply):

| Name of service(s) not assessed: | Not Applicable | | | | |
|--|----------------------------|-----------------------------|--|--|--|
| Type of service(s) not assessed: | | | | | |
| Hosting Provider: | Managed Services: | Payment Processing: | | | |
| Applications / software | Systems security services | POI / card present | | | |
| Hardware | ☐ IT support | 🗌 Internet / e-commerce | | | |
| Infrastructure / Network | Physical security | MOTO / Call Center | | | |
| Physical space (co-location) | Terminal Management System | 🗆 АТМ | | | |
| ☐ Storage | Other services (specify): | Other processing (specify): | | | |
| Web-hosting services | | | | | |
| Security services | | | | | |
| 3-D Secure Hosting Provider | | | | | |
| Multi-Tenant Service Provider | | | | | |
| Other Hosting (specify): | | | | | |
| | | | | | |
| Account Management | Fraud and Chargeback | Payment Gateway/Switch | | | |
| Back-Office Services | Issuer Processing | Prepaid Services | | | |
| Billing Management | Loyalty Programs | Records Management | | | |
| Clearing and Settlement | Merchant Services | Tax/Government Payments | | | |
| Network Provider | | | | | |
| Others (specify): | | | | | |
| Provide a brief explanation why any checked services were not included in the Assessment: | | | | | |

Part 2b. Description of Role with Payment Cards (ROC Section 2.1)

| Describe how the business stores, processes, and/or transmits account data. | Mews does not in any way store, process or transmit cardholder data. It instead integrates a third-party PCI proxy which serves as a tokenization HTTP proxy and which also provides a secure iframe Mews can embed into applications to accept cardholder data. If the payment is done using terminals, Mews sends the request for payment to Adyen. Adyen then communicates with the terminals. Mews is not in touch with any cardholder data from the terminals. Mews |
|---|--|
| | with any cardholder data from the terminals. Mews uses third party payment gateways (Stripe, Adyen) to |



| | charge the cards, the communication to Stripe and Adyen is held via PCI proxy which detokenizes the cardholder data. |
|--|--|
| Describe how the business is otherwise involved in or has the ability to impact the security of its customers' account data. | Mews accepts card not present payments through an iFrame embedded in the website and card present payments are managed by the 3rd party payment service providers. Mews also facilitates chargebacks. |
| Describe system components that could impact the security of account data. | Mews does not in any way store, process or transmit cardholder data. To support their product which is a property management system, they facilitate payment for booking. All the payment page components or terminals come from a third-party PCI DSS compliant service provider. The assessed entity can only impact the security of cardholder data in case the iframe redirection mechanism is compromised. |

Part 2c. Description of Payment Card Environment

| Provide a high-level description of the environment covered by this Assessment. For example: | Mews use Microsoft Azure as a cloud (PaaS) provider, and utilize the following services (Covered by the Microsoft Azure AoC dated March 07, 2024): | | | |
|--|--|-------------------|--|--|
| Connections into and out of the cardholder data | Azure SQL Database for storage of relational data. | | | |
| environment (CDE). | Azure Storage for storage of binary data and system assets. | | | |
| Critical system components within the CDE, such as ROL dovision databases web servers at and any | Azure Cosmos DB for storage of non | -relational data. | | |
| POI devices, databases, web servers, etc., and any other necessary payment components, as applicable. | Azure Cache for Redis (remote dictionary server) as caching storage. | | | |
| | Azure App Service for application hosting. | | | |
| System components that could impact the security of account data. | Azure DNS for domain management. | | | |
| account data. | Azure CDN as a content delivery network for images and other assets. | | | |
| | Azure Traffic Manager for DNS-based load balancing. | | | |
| | Azure Application Gateway for routing. | | | |
| | Azure Automation for process automation. | | | |
| | Azure Application Insights for telemetry. | | | |
| | Azure Cognitive Services for AI services. | | | |
| Indicate whether the environment includes segmentation to | o reduce the scope of the | 🗌 Yes 🛛 No | | |

Indicate whether the environment includes segmentation to reduce the scope of the Assessment.

(Refer to the "Segmentation" section of PCI DSS for guidance on segmentation)

Part 2d. In-Scope Locations/Facilities (ROC Section 4.6)

List all types of physical locations/facilities (for example, corporate offices, data centers, call centers and mail rooms) in scope for this Assessment.



| Facility Type | Total Number of Locations (How many locations of this type are in scope) | Location(s) of Facility (city, country) | |
|-----------------------|---|--|--|
| Example: Data centers | 3 | Boston, MA, USA | |
| Data center | 2 | Azure West Central, Germany (Active) Azure East Europe, Ireland (Passive) | |

Part 2e. PCI SSC Validated Products and Solutions

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(ROC Section 3.3)
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Provide the following information regarding each item the entity uses from PCI SSC's Lists of Validated Products and Solutions:

| Name of PCI SSC- validated Product or SolutionVersion of Product or Solution | | PCI SSC Standard to which Product or Solution Was Validated | PCI SSC Listing Reference Number | Expiry Date of Listing |
|--|----------------|---|--|---------------------------|
| None | Not Applicable | Not Applicable | Not Applicable | Not Applicable |

For purposes of this document, "Lists of Validated Products and Solutions" means the lists of validated products, solutions, and/or components appearing on the PCI SSC website (www.pcisecuritystandards.org)—for example, 3DS Software Development Kits, Approved PTS Devices, Validated Payment Software, Payment Applications (PA-DSS), Point to Point Encryption (P2PE) solutions, Software-Based PIN Entry on COTS (SPoC) solutions, and Contactless Payments on COTS (CPoC) solutions.



Part 2f. Third-Party Service Providers

(ROC Section 4.4)

For the services being validated, does the entity have relationships with one or more third-party service providers that:

| • | Store, process, or transmit account data on the entity's behalf (for example, payment gateways, payment processors, payment service providers (PSPs, and off-site storage)) | 🛛 Yes 🗌 No |
|---|--|------------|
| • | Manage system components included in the entity's Assessment (for example, via network security control services, anti-malware services, security incident and event management (SIEM), contact and call centers, web-hosting companies, and IaaS, PaaS, SaaS, and FaaS cloud providers) | 🖾 Yes 🔲 No |
| • | Could impact the security of the entity's CDE (for example, vendors providing support via remote access, and/or bespoke software developers). | 🗌 Yes 🖾 No |

If Yes:

| Name of Service Provider: | Description of Services Provided: | | |
|--|------------------------------------|--|--|
| Adyen | Payment Service Provider | | |
| Datatrans AG | Token and Payment Service Provider | | |
| Microsoft Azure | Cloud Hosting service provider | | |
| Stripe | Payment Service Provider | | |
| Note: Requirement 12.8 applies to all entities in this list. | | | |



Part 2g. Summary of Assessment (ROC Section 1.8.1)

Indicate below all responses provided within each principal PCI DSS requirement.

For all requirements identified as either "Not Applicable" or "Not Tested," complete the "Justification for Approach" table below.

Note: One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service Assessed:

| PCI DSS Requirement | Requirement Finding More than one response may be selected for a given requirement. Indicate all responses that apply. | | | | Select If Below Method(s) Was Used | |
|----------------------------|---|-------------------|------------|--------------|---------------------------------------|--------------------------|
| | In Place | Not Applicable | Not Tested | Not in Place | Customized Approach | Compensating Controls |
| Requirement 1: | | | | | | |
| Requirement 2: | | | | | | |
| Requirement 3: | | | | | | |
| Requirement 4: | | | | | | |
| Requirement 5: | \boxtimes | | | | | |
| Requirement 6: | \boxtimes | | | | | |
| Requirement 7: | \boxtimes | | | | | |
| Requirement 8: | \boxtimes | \boxtimes | | | | |
| Requirement 9: | \boxtimes | \boxtimes | | | | |
| Requirement 10: | \boxtimes | \boxtimes | | | | |
| Requirement 11: | \boxtimes | \boxtimes | | | | |
| Requirement 12: | \boxtimes | \boxtimes | | | | |
| Appendix A1: | | \boxtimes | | | | |
| Appendix A2: | | \boxtimes | | | | |
| Justification for Approach | | | | | | |



| For any Not Applicable responses, identify which sub- | 1.2.6 - no insecure services and ports | | |
|---|---|--|--|
| | 1.5.1 - no user workstations that are able to connect to the CDE | | |
| | 1.3.1, 1.3.2, 1.3.3, 1.4.4 - no CDE in scope | | |
| | 2.2.5 - no insecure services and ports | | |
| | 2.3.1, 2.3.2, 4.2.1.2 - no wireless connections and networks in scope | | |
| | 3.3.1, 3.3.1.1, 3.3.1.2, 3.3.1.3, 3.3.2, 3.3.3, 3.4.1, 3.4.2, 3.5.1, 3.5.1.1, 3.5.1.2, 3.5.1.3, 3.6.1, 3.6.1.1, 3.6.1.2, 3.6.1.3, 3.6.1.4, 3.7.1, 3.7.2, 3.7.3, 3.7.4, 3.7.5, 3.7.6, 3.7.8, 3.7.9, 6.5.5 7.2.6, 10.2.1.1, 12.7.7 - CHD and SAD are not stored | | |
| | 4.2.1, 4.2.1.1, 5.2.3.1, 5.4.1, 6.3.2, 6.4.2, 6.4.3, 7.2.4 7.2.5.1, 8.5.1, 8.6.1, 8.6.2, 8.6.3, 10.4.2.1, 11.3.1.1, 11.3.1.2, 11.3.2.1, 11.5.1.1, 11.6.1, 12.3.1, 12.3.2, 12.3.3, 12.3.4, 12.5.2.1, 12.5.3, 12.6.2, 12.6.3.1, 12.6.3.2, 12.10.4.1, 12.10.7 - best practice until 31 March 2025 | | |
| requirements were not applicable and the reason. | 4.1.1, 4.1.2 - no CHD transmitted | | |
| | 4.2.2 - end user messaging technologies not used | | |
| | 6.2.1, 6.2.2, 6.2.3, 6.2.3.1, 6.2.4, 6.3.2, 6.4.2, - no application development in scope | | |
| | 6.5.2 - no significant changes occurred | | |
| | 8.2.3 - no access to customer premises | | |
| | 8.2.7 - no vendor access | | |
| | 8.3.10, 8.3.10.1, 8.4.1, 8.4.2, 8.4.3, - no access to CHD or CDE | | |
| | 9.4.1, 9.4.1.1, 9.4.1.2, 9.4.2, 9.4.3, 9.4.4, 9.4.5, 9.4.5.1, 9.4.6, 9.4.7 - no media containing CHD | | |
| | 9.5.1, 9.5.1.1, 9.5.1.2, 9.5.1.2.1, 9.5.1.3 – no POI device in scope | | |
| | 11.4.7, A1.1.1, A1.1.2, A1.1.3, A1.1.4, A1.2.1, A1.2.2, A1.2.3, A2.1.1, A2.1.2, A2.1.3, A3 - not a Multi-tenant services provider. | | |
| For any Not Tested responses, identify which sub- requirements were not tested and the reason. | None | | |



Section 2 Report on Compliance

(ROC Sections 1.2 and 1.3.2)

| Date Assessment began: Note: This is the first date that evidence was g | 2024-05-23 | | |
|--|------------|------|------------|
| Date Assessment ended: Note: This is the last date that evidence was g | 2024-06-20 | | |
| Were any requirements in the ROC unable to be met due to a legal constraint? | | | 🗌 Yes 🖾 No |
| Were any testing activities performed remotely If yes, for each testing activity below, indicate v were performed: | 🛛 Yes 🗌 No | | |
| Examine documentation | 🛛 Yes | 🗌 No | |
| Interview personnel | 🗌 Yes | 🛛 No | - |
| Examine/observe live data | | - | |
| Observe process being performed | 🗌 Yes | 🛛 No | - |
| Observe physical environment | 🛛 Yes | 🗌 No | - |
| Interactive testing | 🗌 Yes | 🛛 No | |
| • Other: | 🗌 Yes | 🛛 No | |



Section 3 Validation and Attestation Details

Part 3. PCI DSS Validation (ROC Section 1.7)

This AOC is based on results noted in the ROC dated (*Date of Report as noted in the ROC 2024-07-18*). Indicate below whether a full or partial PCI DSS assessment was completed:

- ☑ Full Assessment All requirements have been assessed and therefore no requirements were marked as Not Tested in the ROC.
- □ Partial Assessment One or more requirements have not been assessed and were therefore marked as Not Tested in the ROC. Any requirement not assessed is noted as Not Tested in Part 2g above.

Based on the results documented in the ROC noted above, each signatory identified in any of Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document *(select one):*

| | requirement from being met | | |
|--|---|--|--|
| Affected Requirement | Details of how legal constraint prevents | | |
| If selected, complete the following: | | | |
| This option requires additional review from the entity to which this AOC will be submitted. | | | |
| Compliant but with Legal exception: One or more assessed requirements in the ROC are marked as Not in Place due to a legal restriction that prevents the requirement from being met and all other assessed requirements are marked as being either In Place or Not Applicable, resulting in an overall COMPLIANT BUT WITH LEGAL EXCEPTION rating; thereby <i>(Service Provider Company Name)</i> has demonstrated compliance with all PCI DSS requirements except those noted as Not Tested above or as Not in Place due to a legal restriction. | | | |
| | ith a Non-Compliant status may be required to complete the Action Confirm with the entity to which this AOC will be submitted before | | |
| Target Date for Compliance: YYYY-MM-DD | | | |
| Non-Compliant: Not all sections of the PCI DSS ROC are complete, or one or more requirements are marked as Not in Place, resulting in an overall NON-COMPLIANT rating; thereby (<i>Service Provider Company Name</i>) has not demonstrated compliance with PCI DSS requirements. | | | |
| Compliant: All sections of the PCI DSS ROC are complete, and all assessed requirements are marked as being either In Place or Not Applicable, resulting in an overall COMPLIANT rating; thereby Mews Systems B.V. has demonstrated compliance with all PCI DSS requirements except those noted as Not Tested above. | | | |



Part 3. PCI DSS Validation (continued)

Part 3a. Service Provider Acknowledgement

Signatory(s) confirms:

(Select all that apply)

| 3 | The ROC was completed according to <i>PCI DSS</i> , Version 4.0 and was completed according to the instructions therein. |
|---|---|
| 3 | All information within the above-referenced ROC and in this attestation fairly represents the results of the Assessment in all material respects. |
| 3 | PCI DSS controls will be maintained at all times, as applicable to the entity's environment. |

Part 3b. Service Provider Attestation

| Signature of Service Provider Executive Officer $ eq$ | h.VS | Date: | 18th of July 2024 |
|---|------|--------|-----------------------------|
| Service Provider Executive Officer Name: Jan Tau | S | Title: | Director of IT and Security |

| Part 3c. Qualified Security Assessor (QSA) Acknowledgement | | | | |
|--|---|--|--|--|
| If a QSA was involved or assisted with this | | | | |
| Assessment, indicate the role performed: | QSA provided other assistance. If selected, describe all role(s) performed: | | | |
| | | | | |
| Oni | | | | |
| Signature of Lead QSA <i>↑</i> | Date: July 19, 2024 | | | |
| Lead QSA Name: David van der Merwe | | | | |

Eric JOLENT Eric JOLENT (Jul 22, 2024 10:39 GMT+2)

| Signature of Duly Authorized Officer of QSA Company ↑ | Date: 22-Jul-2024 |
|---|--|
| Duly Authorized Officer Name: Eric JOLENT | QSA Company: Verizon Business Services |

| Part 3d. PCI SSC Internal Security Assessor (ISA) Involvement | | | |
|--|---|--|--|
| If an ISA(s) was involved or assisted with this Assessment, indicate the role performed: | ☐ ISA(s) performed testing procedures. | | |
| | ☐ ISA(s) provided other assistance. If selected, describe all role(s) performed: | | |



Part 4. Action Plan for Non-Compliant Requirements

Only complete Part 4 upon request of the entity to which this AOC will be submitted, and only if the Assessment has Non-Compliant results noted in Section 3.

If asked to complete this section, select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement below. For any "No" responses, include the date the entity expects to be compliant with the requirement and provide a brief description of the actions being taken to meet the requirement.

| PCI DSS Requirement | Description of Requirement | Compliant to PCI DSS Requirements (Select One) | | Remediation Date and Actions (If "NO" selected for any |
|------------------------|---|--|----|--|
| | | YES | NO | Requirement) |
| 1 | Install and maintain network security controls | | | |
| 2 | Apply secure configurations to all system components | | | |
| 3 | Protect stored account data | | | |
| 4 | Protect cardholder data with strong cryptography during transmission over open, public networks | | | |
| 5 | Protect all systems and networks from malicious software | | | |
| 6 | Develop and maintain secure systems and software | | | |
| 7 | Restrict access to system components and cardholder data by business need to know | | | |
| 8 | Identify users and authenticate access to system components | | | |
| 9 | Restrict physical access to cardholder data | | | |
| 10 | Log and monitor all access to system components and cardholder data | | | |
| 11 | Test security systems and networks regularly | | | |
| 12 | Support information security with organizational policies and programs | | | |
| Appendix A1 | Additional PCI DSS Requirements for Multi- Tenant Service Providers | | | |
| Appendix A2 | Additional PCI DSS Requirements for Entities using SSL/early TLS for Card- Present POS POI Terminal Connections | | | |

