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## Data Report

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### 1. Background

Under the provisions of the General Data Protection Regulations as implemented in the UK by the Data Protection Act 2018, an organisation providing processing services is required to provide details of any sub-processors and transfer arrangements outside the EEA. The details of the general authorisations applicable to our services are set out below.

This web page contains details of the processing arrangements. The content of this site is confidential and subject to your confidentiality agreement with us.

The information below relates to circumstances where PayPoint acts as a processor or controller. Please see **section 6 (Service ID)**. This section sets of the status of each type of processing.

For additional information relating to data sharing associated with a payment service or any other circumstances where PayPoint is the data controller please refer to your contract terms.

For information relating to PayPoint Payment Services Limited please **section 7 (Regulated Services)**.

### 2. Transfer of Personal Data outside the EEA.

PayPoint's primary systems and servers are located within the EEA. However, certain suppliers, payment schemes and payment systems used to support our services have contingency or other sites



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that may from time to time be used to process personal data located outside the EEA. Any transfer of personal data is subject to compliance with the applicable UK law.

<b>Supplier</b>	<b>Brainstorm Mobile Solutions Limited (Trading as Engage Hub, Novation from Oxygen 8)</b>
<b>Service</b>	Tone masking (service not live) IVR
<b>Locations</b>	To be confirmed for new services.
<b>Transfer Terms</b>	Consent required prior to transfer. Transfer terms to be confirmed if transfer permission requested.
<b>Supplier</b>	<b>Capita (Pay260)</b>
<b>Service</b>	Technical service provider card payments.
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), and Standard Contractual Clauses
<b>Supplier</b>	<b>Congo Limited (on request only)</b>
<b>Service</b>	e-form generation and signature
<b>Locations</b>	USA
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), Standard Contractual Clauses.
<b>Supplier</b>	<b>DocuSign (on request only)</b>
<b>Service</b>	e-form generation and signature
<b>Locations</b>	USA
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), Standard Contractual Clauses.
<b>Supplier</b>	<b>EazyCollect Services Limited</b>
<b>Service</b>	Technical service provider direct debit payments.
<b>Locations</b>	EEA, USA
<b>Transfer Terms</b>	Approved Location, Adequacy, Privacy Shield (USA) (suspended awaiting resolution) and Standard Contractual Clauses
<b>Supplier</b>	<b>i-movo Limited</b>
<b>Service</b>	Technical service provider regulated cash payments.
<b>Locations</b>	Contingency site location - Jersey
<b>Transfer Terms</b>	Approved location, Adequacy.
<b>Supplier</b>	<b>Lloyds Bank Plc - Cardnet</b>
<b>Service</b>	Acquirer card payments.
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), Binding Corporate Rules and Standard Contractual Clauses
<b>Supplier</b>	<b>Microsoft Inc and associated companies.</b>
<b>Service</b>	Email, support for Microsoft products including cloud based services.
<b>Locations</b>	UK and Ireland.
<b>Transfer Terms</b>	Adequacy, Approved Location, Standard Contractual Clauses, Privacy Shield (suspended pending resolution).
<b>Supplier</b>	<b>MasterCard Inc</b>
<b>Service</b>	Payment Card Scheme
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), and Standard Contractual Clauses



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<b>Supplier</b>	<b>Pay and Shop Limited (Global Payments)</b>
<b>Service</b>	Technical service provider card payments.
<b>Locations</b>	EEA, USA
<b>Transfer Terms</b>	Approved Location, Adequacy, Privacy Shield (USA) (suspended awaiting resolution) and Standard Contractual Clauses
<b>Supplier</b>	<b>Salesforce Inc.</b>
<b>Service</b>	Relationship management and client/retailer notification services
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), Binding Corporate Rules and Standard Contractual Clauses
<b>Supplier</b>	<b>Service now (DXC Technology)</b>
<b>Service</b>	Task management and client/retailer notification services
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), for current measures now see: DXC Technology - <a href="https://dxc.com/us/en/privacy">https://dxc.com/us/en/privacy</a>
<b>Supplier</b>	<b>Sinch AB</b>
<b>Service</b>	SMS messaging
<b>Locations</b>	UK, Ireland and Sweden
<b>Transfer Terms</b>	Approved location, Adequacy.
<b>Supplier</b>	<b>Twilio Ireland Limited</b>
<b>Service</b>	SMS Messaging Service, IVR Services
<b>Locations</b>	UK with some contingency USA
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution), Binding Corporate Rules (awaiting ICO approval) and Standard Contractual Clauses <a href="https://www.twilio.com/legal/privacy">https://www.twilio.com/legal/privacy</a>
<b>Supplier</b>	<b>Visa (Europe) Limited</b>
<b>Service</b>	Payment Card Scheme
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Adequacy, Privacy Shield (USA) (suspended awaiting resolution), and Standard Contractual Clauses
<b>Supplier</b>	<b>Worldpay</b>
<b>Service</b>	Technical service provider card payments.
<b>Locations</b>	Worldwide
<b>Transfer Terms</b>	Privacy Shield (USA) (suspended awaiting resolution) and Standard Contractual Clauses

The transfer of personal data outside the EEA is a pre-requisite for a number of payment schemes and or payment systems. You are required to ensure you have all the necessary consents prior to the submission of any personal data for processing. For example, we cannot control the location of your acquirer processing hubs when routing your payment data to them.



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### 3. Use of Sub-Processors

**Please review based on service code allocation.**

**Service:** Service Description: Client specific service via retail outlet (non payment service)

#### **General Authorisation:**

The following general authorisation category applies:

Services provided via the PayPoint accredited retailer agent network are authorised under a general authorisation subject to:

- Terms and conditions compatible with the Data Protection Legislation.
- Completion of the PayPoint accreditation process.
- Use of PayPoint accredited or provided equipment or software.
- Data retention as required for operational, legal and/or regulatory purposes.

#### **Sub Processor List:**

Details of individual sub-processors that are also retail agents are located at: <https://consumer.paypoint.com/>

Details of sub-processors that are also payment agents are located on the FCA website at:

[https://register.fca.org.uk/ShPo\\_FirmDetailsPage?id=001b000000NmiHrAAL](https://register.fca.org.uk/ShPo_FirmDetailsPage?id=001b000000NmiHrAAL)

If the link is not operational please go to [www.fca.org.uk](http://www.fca.org.uk) and click to the FCA register entering "PayPoint" as the search term.

These lists are updated on a daily basis.

Please note due to the high volume of updates to the sub-processor list (in excess of 7,000 per annum), individual notifications will not be issued to clients.

**Service:** Service Description: Payment card processing

#### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of card payment processing:

- Terms and conditions compatible with the Data Protection Legislation.



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- Completion of the card scheme accreditation process.
- Maintenance of appropriate industry accreditation standards such as PCI-DSS.
- Data retention as required for operational, legal and/or regulatory purposes.

### **Sub Processor List:**

- Capita (Pay360)
- Worldpay
- Realex
- Twilio (Receipt SMS and IVR)
- Global Payments
- RSM 2000 Limited

**Service:** Service Description: Mailing Services

### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of mail distribution service (**this excludes parcels or similar service**) processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.

### **Sub Processor List:**

- Microsoft Inc
- Salesforce Inc
- Abbey Marketing Limited

**Service:** Service Description: Parcel Services

### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of Parcel services customer notifications – Client specific (notification of parcel or similar at a particular location) processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.



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### **Sub Processor and Disclosure List:**

- Microsoft Inc
- Salesforce Inc
- Carrier selected by consumer.

**Service:** Service Description: Direct Debits

### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of direct debit generation service – Client specific processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.
- Accredited by relevant payment system and/or payment scheme.

### **Sub Processor and Disclosure List:**

- Eazy Collect Services Limited; or
- RSM 2000 Limited; and
- Pay.UK Limited

**Service:** Service Description: IVR Card Processing

### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of IVR service – Client specific processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.
- Accredited by relevant payment system and/or payment scheme.

### **Sub Processor List:**

- Twilio Ireland Limited; or
- Brainstorm Mobile Solutions Limited



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**Service:** Service Description: Confirmation of Payee (CoP)

### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of Confirmation of Payee service – Client specific processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.
- Accredited by relevant payment system and/or payment scheme.

### **Sub Processor and Disclosure List:**

- Obconnect Limited
- Open Banking
- Pay.UK Limited

**Service:** Service Description: PayIn

### **General Authorisation:**

The following general authorisation category applies:

Services provided in support of PayIn service – Client specific processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.
- Accredited by relevant payment system and/or payment scheme.

### **Sub Processor and Disclosure List:**

- Obconnect Limited
- Open Banking
- Pay.UK Limited
- Clearbank Limited

**Service:** Service Description: E Gift Card via SVP

### **General Authorisation:**



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The following general authorisation category applies:

Services provided in support of direct debit generation service – Client specific processing:

- Terms and conditions compatible with the Data Protection Legislation.
- Validation of security.
- Accredited by relevant payment system and/or payment scheme.

### Sub Processor and Disclosure List:

- PayPoint Network Limited
- PayPoint Collections Lijmited
- Pay.UK Limited

**Note: Data in relation to any of our sub-processors may include personal data and as such appropriate security and protection will be required.**

## 4. Processing content and purposes

Description	Details
Subject matter of the processing	Provision of the following to the extent specified in the product description for the Services under the Agreement(s): <ul style="list-style-type: none"><li>• Customer registration under Multipay.</li><li>• Customer mailing Services</li><li>• Use by Client of Retailer Locations and Retailer identity.</li><li>• Customer related investigations.</li><li>• Retailer related investigations</li></ul> Note: For details of data sharing in relation to bill payment services please see your contract terms.
Duration of the processing	Term of the Agreement.
Nature and purpose of processing	<ul style="list-style-type: none"><li>• Storage</li><li>• Processing</li><li>• Customer information collection via mobile applications or website</li><li>• Processing in relation to retail outlets, retailer details and retailer locations.</li></ul>





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	<ul style="list-style-type: none"> <li>User log on, email and IP location in relation to voucher generation or accessing reports via a portal.</li> </ul>
Types of Personal Data	<p>Personal Data. There are no Special Categories of Personal Data required for the processing.</p>
Categories of Data Subject	<ul style="list-style-type: none"> <li>Customers of the Client</li> <li>Employee and Contractors (Client and PayPoint)</li> <li>Retailers</li> </ul>
Plans for return or destruction of Personal Data	<p>Legal and regulatory periods.</p>
Special Security Requirements	<p>To the extent the Processing of Personal Data relates to the provision of payment card processing, compliance with Payment Card Industry and/or such standards such as PCI-DSS as applicable at the time shall apply. The Client confirms they are a Merchant in relation to any such Processing.</p>
Personal Data Fields	<p>May include any of the following:</p> <ul style="list-style-type: none"> <li>Name:</li> <li>E-mail Address;</li> <li>Phone or contact details:</li> <li>Customer Account Numbers:</li> <li>Retailer (Agent) Account or ID Numbers:</li> <li>Bank account or payment account details (including card details if applicable):</li> <li>E-money account details:</li> </ul> <p>Please note, not all the above will include Personal Data or Customer Data being data that can identify a living individual when in the possession of the Processor. Personal Data will only be provided to the extent required to provide or receive Services under the Agreement.</p>

## 5. Transfers and disclosures

Permitted Transfers and disclosures



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To the extent required to perform the Services as specified in the Agreement(s) including but not limited to:

- Financial Conduct Authority.
- HMRC and other Tax Authorities.
- Police and Investigatory Bodies.
- Payment systems, payment schemes, e-money schemes, card schemes (including but not limited to MasterCard Inc, Visa International Limited and American Express)
- Retailers.
- LINK, LINK appointed processor(s) and ATM service providers
- Acquirers.
- Regulatory bodies and authorities including government and quasi government organisations.
- Third party service providers providing banking or other services.
- Payment service providers and/or organisations acting as technical service provider under the Payment Service Regulations 2017.
- Telecommunication service providers.
- Payment systems such as BACS, CHAPS, Pay.UK, Open Banking initiative and/or Faster Payments.
- Information Commissioner’s Office.
- Sub-processors as applicable.
- Auditors.

## 6. Service ID (DPA only):

Description	PayPoint	Client
Bill payment services.	Controller	Controller
Mailing services – Client mailing generation.	Processor	Controller
Client Customer Registrations: PayPoint Hosted.	Processor	Controller
Client specific service (Under Charter)	Processor	Controller
Parcel services customer notifications – Client specific	Processor	Controller
Regulated cash payment services including cash out	Controller	Controller
Direct Debit Services	Processor	Controller
Direct Debit Services (DDFM)	Controller	Controller
Card processing services	Controller	Processor
Card distribution and production	Processor	Controller
UTRN generation	Processor	Controller
UTRN distribution	Joint Controller	Joint Controller
UTRN payment	Controller	Controller



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Multipay API	Processor	Controller
Multipay Hosted Field	Processor	Controller
Gift vouchers purchase.	Controller	Controller
E-money purchase	Controller	Controller
Parcel services – remote tracking	Processor	Controller
Parcel service – retailer distribution	Controller	Controller
Mobile Phone Top Up (payment)	Controller	Controller
Energy Top Up (payment)	Controller	Controller
Voucher purchase (payment)	Controller	Controller
SIM purchase (payment)	Not applicable – not personal data provided	N/A
Parcel services – ancillary services	Processor	Controller
Parcel services - retailer	Not applicable as per ICO Guidance	N/A
Retailer information relating to store location or transactions.	Controller	Controller
Client contact details for services	Controller	Controller
PayPoint contact details for services.	Controller	Controller
Brand Voucher Service (non cash/payment)	Processor	Controller
PayIn (payment service)	Controller	Controller
E-Gift Vouchers via SVP (payment service)	Controller	Controller
Confirmation of Payee	Controller	Controller

When a transfer is data sharing, (Controller to Controller) the use of the data by the recipient controller is subject to the purpose as specified in the agreement.

## 7. Regulated Services

PayPoint Payment Services Limited (“PPSL”) is a company registered in England with company number 08633289 is a wholly owned subsidiary of PayPoint Plc.

PPSL is an authorised payment institution regulated by the Financial Conduct Authority with FRN 608277. Details of PPSL’s registration is available on the FCA register available at:

[FCA Register](#)

RSM 2000 Limited (“RSM”) is a company registered in England with company number [ ] is a wholly owned subsidiary of PayPoint Plc.



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RSM is an authorised payment institution regulated by the Financial Conduct Authority with FRN. Details of RSM's registration is available on the FCA register available at:

[FCA Register](#)

***Reference to the "Regulated Entity" below shall mean PPSL or RSM as applicable***

***The following is a summary of the data processing arrangements associated with the payment service. This is for information only and does not form part of the contract between the Regulated Entity and the Client or any other party.***

***Legitimate reason for processing***

As a regulated entity the Regulated Entity process personal data based on contractual relationships and regulatory obligations.

***Capacity***

When processing data, the Regulated Entity as a provider of payment services, acts as a controller. The exchange of data under your agreement with the Regulated Entity is on the basis of controller to controller. Details of the data sharing are contained in the Regulated Entity's regulated services agreement.

***Retention***

The Regulated Entity is required by law to retain transaction and other payment related information for periods specified by the Financial Conduct Authority, HMRC and other regulatory or legal bodies. Please note the standard retention periods range from 3 to 10 years but can be varied or amended by regulatory obligations, in particular, anti terrorism and/or anti money laundering requirements.

***Data deletion requests***

Due to the data retention obligations the Regulated Entity is prohibited from deleting payment data at the request of the data subject. Data will be deleted once the retention periods applicable to the data have been reached.

***Subject access requests***

To the extent the identity of the data subject is known and verified the Regulated Entity responds to data subject access requests. However, the data provided by clients to the Regulated Entity for transaction processing purposes does not include such information. Data subjects requesting details of their data will be referred to the organisation submitting the payment instruction. This is to avoid disclosure to persons other than the data subject.

***Data subject consents***

The Regulated Entity has the consent from payment agents to process their data. In addition, it has regulatory obligations to process payment agent personal data for contractual purposes. This includes disclosure to clients to be use for the management of the payment reconciliation and review.



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The client is responsible for obtaining the consent from its customers or have legitimate reason to submit data to the Regulated Entity.

### ***Security Standards***

The Regulated Entity is required to apply security standards commensurate with the payment service. Standards are also applied based on regulatory instructions such as those implemented by the European Banking Authority (EBA) or in the case of Direct Debits, Bacs (wearepay).

### ***Reporting***

Issues in relation to the service must be notified to the appropriate authority in accordance with the Guidelines.

- Issues impacting the payment systems must be notified to the FCA within 2 hours.
- Issues in relation to services must be notified to the FCA within 4 hours.
- Issues in relation to data not covered by the above must be notified to the ICO within 72 hours.

### ***Payment Agents***

PPSL has a network of payment agents. Each payment agent is required to be registered with the FCA in order to provide the service. Details of the payment agent registrations are available on the FCA website at: [FCA Register](#)

### ***Transfer of personal data***

As with any payment service export of personal data from the UK can occur if the underlying payment system has such arrangements in place. These may be operational such as those associated with international payment card processing or contingency.

PPSL uses the services of PayPoint Network Limited to support its processing. Please see the outside transfer processing information provided above for more information.

### ***Prohibition on disclosures***

Under certain circumstances, if an event is associated with a criminal or regulatory investigation, the Regulated Entity may be prohibited by law from making a disclosure to any third party (including clients) of the event and/or the circumstances surrounding the event. This is to ensure an investigation is not compromised by such a disclosure. Similar restrictions may be applied by any regulatory authority, HMRC, FCA and/or the English or other court authorities.

## **8. Audits**

The companies in the PayPoint Group provide payment related services that are subject to industry authorisations and accreditations. To maintain the integrity of the systems and services any audit rights provided in any agreement must be subject to compliance with legal, regulatory and industry



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accreditations. Access to certain systems and services may be restricted to auditors appointed by the appropriate payment system, payment scheme and or payment service.

Where a third party conducts the audit of a system or service such as for PCI-DSS, a copy of the accreditation confirmation the current status is available on request. Requests should be directed to your client relationship manager or the contact as specified in your contract with us.

Audits will not be permitted to compromise the confidentiality of data held by PayPoint on behalf of third parties such as other clients. PayPoint also hold data that is subject to statutory restrictions on disclosure or release.

## **9. Processing Reports.**

Processing Reports will not be provided to Clients when PayPoint acts as the controller. When PayPoint acts as a processor processing reports can be requested by e-mailing [privacy@paypoint.com](mailto:privacy@paypoint.com).

## **10. Information Security Questionnaires**

From time to time a client may request PayPoint to complete an information security or similar questionnaire. Please ensure the correct type of questionnaire is submitted. There should be a different questionnaire for data sharing and data processing. Requests will only be completed in accordance with your contract terms. Please send any such request to the PayPoint contact as specified in your contract. You agree we are not required to disclose information if we believe it may compromise our security requirements.

## **11. Controller and Client Verification Information:**

If you need to update your contact details for notifications in relation to data please e-mail: [privacy@paypoint.com](mailto:privacy@paypoint.com).

Please include the following information:

- Name of your organisation including company number.
- VAT number.
- Contract Service Type.
- Contract Reference.
- Contract Start Date.
- Client Contact as specified in the contract.

This information is required to validate your organisation prior to release of personal data to you. Additional information may be requested as appropriate.



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We recommend that any notification of incidents or operational notices are not sent to individual e-mail addresses as these may not be monitored during the individual's absence from the office or if the individual changes their role within your organisation.

The Client is responsible for ensuring the contact details provided to PayPoint are accurate and up to date. Please ensure the contact details provided by your organisation are generic in nature.

## **12. Incident Notifications**

Incident notifications will be in accordance with the notification process set out in your agreement with us. Notifications may be via text and/or e-mail. Where such services are not available we may use social media to update clients, retailers and consumers on the resolution of incidents.

Incident notifications are subject to regulatory timescales.

### **Timescales**

- Incidents in relation to compromise of the payment systems will conform to the EBA notification obligations. The timescale for this notification is within 2 hours of the event being identified.
- Incidents in relation to compromise of a regulated payment services will conform the EBA notification obligations. The timescale of this notification is within 4 hours of the event being identified.
- Incidents in relation to data breaches will conform to ICO, EBA and FCA notification obligations as applicable. The timescale of this notification is within 72 hours of the event being identified (where the client is the controller we aim to provide notification in a shorter period to enable the controller to complete the necessary notification in their own right, where this is not possible the reasons for such delay will be provided as per the statutory requirements).

### **Prohibitions on disclosure of incidents**

- Incidents relating to criminal or terrorism activity may be subject to disclosure restrictions prohibiting publication of the event.
- Incidents that are subject to a Suspicious Activity Report (please note this SARs is not a subject access request) will not be disclosed to any third party including a client.
- Incidents subject to a regulatory investigation that include a prohibition on disclosure will not be disclosed to any third party including a client.
- Incidents subject to EBA and FCA notification obligations may include prohibitions on disclosure to protection the integrity of the networks. Please note that in relation to FCA and/or EBA related incidents PayPoint is the controller.

Subject to regulatory, investigatory or statutory restrictions, we will aim provide notifications to clients of incidents in a prompt manner.



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### 13. Data Protection Officer

The contact details for the Data Protection Officer are:

e-mail: [privacy@paypoint.com](mailto:privacy@paypoint.com)

Correspondence

Data Protection Officer

PayPoint Group

1 The Boulevard,

Shire Park

Welwyn Garden City,

Hertfordshire,

AL7 1EL.

### 14. Intercompany processing

In accordance with our Data Protection Addendum, as part of the offering of the services companies within the PayPoint Group provide processing services under our intercompany agreements.

Service	Activity	Processing Entity
Direct Debit	Processing	RSM 2000 Limited
Card Services	Processing	RSM 2000 Limited PayPoint Network Limited
Bill Payment	Processing	PayPoint Network Limited PayPoint Collections Limited (settlement)
Cash Out Services	Processing	PayPoint Network Limited I-movo Limited PayPoint Collections Limited (settlement)
ATM Services	Processing	PayPoint Network Limited
Terminal Hire	Processing	Handepay Limited
Energy Payments	Processing	PayPoint Network Limited PayPoint Collections Limited (settlement)





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## 15. Change Control Administration

### Change Control

Author	Version Reference	Release Date
A.M. Conaty	Version 1.2	June 2019
A.M. Conaty	Version 1.2	July 2020
A.M Conaty	Version 2	November 2021
A.M Conaty	Version 2.2	22 June 2022