

Policy for the Use and Storage of the SQUARE Card Reader

1. Purpose

This policy is for the implementing the **SquareUp card reader** at Downend and Bromley Heath Parish Council is to provide a secure, convenient, and efficient method for collecting payments related to venue bookings and other chargeable services. The use of SquareUp enables accurate transaction tracking and reduces the need for cash handling.

This system also supports the Council's efforts to maintain accurate stock counts and ensure precise billing for hirers, contributing to overall financial transparency and accountability.

2. Scope

This policy applies to all staff members and volunteers who are authorised to use the SQUARE card reader.

3. Storage of Card Reader

- The SQUARE card reader must be securely stored in a locked cabinet located in the office of the King George V Pavilion when not in use.
 - Access to the locked cabinet shall be restricted to authorised users only.
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4. Authorised Users

- Only individuals who have been designated as authorised users and have completed suitable training are permitted to use the SQUARE card reader.

- The list of authorised users shall be maintained and reviewed periodically by the Pavilion Manager or designated officer.
 - Training will cover the correct operational procedures, data security responsibilities, and emergency protocols related to the use of the card reader.
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5. Usage Protocol

- Authorised users are responsible for ensuring that all card transactions are carried out using the SQUARE hardware and software in accordance with this policy.
 - Under no circumstances may authorised users manually write down, store, or record cardholder data (e.g., credit or debit card numbers, expiry dates, or CVV codes) if the equipment is malfunctioning or if there is no internet/data connection.
 - In the event of a transaction not being able to be completed, it will be down to the discretion of the staff member to take the appropriate action. This transaction will still need to be recorded and comments added as to why the transaction was not completed on the paper log. This needs to include each item of stock and comments relevant to the non transaction.
 - In the event of equipment failure please ensure this has been reported to the Pavilion Manager as soon as possible.
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6. Data Security and PCI DSS Compliance

- The SQUARE system has been verified through the SquareUp website as compliant with the Payment Card Industry Data Security Standard (PCI DSS).
 - Square sellers are not required to complete a Self-Assessment Questionnaire (SAQ) or to independently validate PCI DSS compliance, as Square's hardware and software manage this compliance on the organisation's behalf.
 - Staff must not attempt to bypass or alter any security features of the Square system.
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7. Policy Review and Updates

- This policy shall be reviewed annually or in the event of any changes to hardware, software, or applicable data protection regulations.

- Any changes to authorised personnel, location of storage, or use procedures must be documented and communicated to all relevant parties.

8. Non-Compliance

- Any breach of this policy may result in revocation of access privileges and may be subject to disciplinary action in accordance with the organisation's disciplinary procedures.

9. Recording sales of products or services

- Products or items sold will need to be recorded using the library function within the Squareup application. Please select the appropriate item from the library.
- Services - you will need to add a manual note to the transaction under the keypad screen of the Square application - To include full name of the person and reason for the transaction you must email the Town Clerk to include this information. Email clerk@dbhparishcouncil.co.uk
- All product transactions will need to be recorded on the audit logs, logs will need to be stored in locked filing cabinets when not in use. These logs will be audited at the end of every calendar month. Logs will be stored for no more than one calendar month

10. Stock Auditing

- All stock will be counted and verified against logs at the end of each calendar month. Audit to be completed by a member of staff from Downend and Bromley Heath Parish Council
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11. Stock Management for Venue Hire

- All stock used for venue bookings must be counted **before** the event. The stock quantities must be recorded on the log sheets and emailed to clerk@dbhparishcouncil.co.uk
 - Before the event begins, the log sheets must be fully explained to the hirer.
 - After the event has ended, a **final stock count** must be completed. The completed log sheets and the updated stock count must then be emailed to clerk@dbhparishcouncil.co.uk. This process ensures accurate billing for the hirer.
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12. Policy Review

- This policy will be **reviewed at least every two years** to ensure continued compliance with legal requirements and best practices.
- **Adopted by Parish Council:** 18/07/2025
- **Last reviewed:**
- **Next review due:** 18/07/2026
- **Signed:** Chairperson Janet Biggin Parish Clerk Kevin Spratt