



# Parking Services

UNIVERSITY OF COLORADO **BOULDER**

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Parking Services  
1050 Regent Drive, UCB 502  
Boulder, CO 80309  
(303) 735-PARK (7275)

## PS CREDIT CARD INCIDENT RESPONSE POLICY/PLAN

Effective Date: March 1, 2025  
Topic: Response to a Credit Card Security Incident  
Prepared by: Tracy Humphrey, Asst Dir Finance  
Approved by: Tom McGann, Director, Parking Services (PS)  
Applies to: All PS employees

### POLICY

If a compromise of records containing cardholder information is discovered OR suspected:

1. Notify supervisor immediately of potential compromise and in any case no later than 1 business day after discovery.
2. Supervisor and employee will determine the facts and circumstances of the potential compromise. Supervisor should notify Business Technology and Systems to coordinate with payment vendors.
3. Supervisor must bring findings to their unit's Assistant Director within two business days.
4. Assistant Director will immediately notify the Director of Parking and the Assistant Director Finance.
5. Director or AD Finance will notify the Treasurer's Office of the incident within 1 business day, and in any case no later than 3 business days after initial discovery of the potential compromise. Notification must also be sent to CU's Office of Information Security (filing a security ticket with CU Help Desk) and campus counsel that there is a potential incident involving cardholder information and/or personally identifiable information.
6. If it appears that a crime was committed as part of the incident, the Director will notify campus police immediately and in no case later than 3 business days after discovery of the potential compromise.

7. The Treasurer's Office and the Office of Information Security, in consultation with the Director and relevant Assistant Directors, will determine the next steps to be taken, including, at a minimum:
  - a. How to best contain and limit the exposure of cardholder information;
  - b. How to mitigate the consequences of the incident;
  - c. Whether to notify the University's Acquiring Bank and/or payment card associations;
  - d. (In consultation with the Campus Controller) How to change the department's business practices to prevent future occurrences of this or similar incidents
8. Review this policy annually and modify according to lessons learned and to incorporate industry developments.

Contacts:

Business Technology & Systems	<a href="mailto:Prkhelp@colorado.edu">Prkhelp@colorado.edu</a>
Assistant Director Finance	Tracy Humphrey, 303-735-2705 <a href="mailto:tracy.humphrey@colorado.edu">tracy.humphrey@colorado.edu</a>
Director, Parking Services:	Tom McGann, 303-492-9693 <a href="mailto:Tom.McGann@colorado.edu">Tom.McGann@colorado.edu</a>
Office of Information Security	Lincoln Nkin <a href="mailto:Lincoln.Nkin@colorado.edu">Lincoln.Nkin@colorado.edu</a> <a href="mailto:Pci-compliance@colorado.edu">Pci-compliance@colorado.edu</a>
Boulder Campus Counsel:	303-492-7481
Campus Police:	Non-emergency number 303-492-6666
Treasurer's Office:	Alisha Palas, Assistant Treasurer 303-837-2135 <a href="mailto:Alisha.palas@cu.edu">Alisha.palas@cu.edu</a>