

Security & Certification

Our commitment to our customers for the quality, safety, and efficiency of our products, services, data and systems.

Why the Focus on Security?

Security is of utmost importance to us at Mercaux and is why we've invested a lot of time and resources into ensuring we comply with best-in-class industry standards. Below is a list of official certifications and independently assessed accreditations that we have secured so our customers can be assured of the quality, safety, and efficiency of our products, services, and systems.

PCI DSS Certification



Mercaux does not store, process or transmit payments, but we integrate with third-party payment providers to offer our customers mobile payments (mPOS). The Payment Card Industry Data Security Standard is an information security standard for organisations that handle branded credit cards from the major card schemes.

Application of Compliance (AOC) available on request

ISO 27001 Certification

ISO 27001 is an international standard information security management. Mercaux was independently audited and accredited with this certification to give our customers comfort that we abide by the strictest standards when managing their data.

Certification available on request



GDPR Compliance



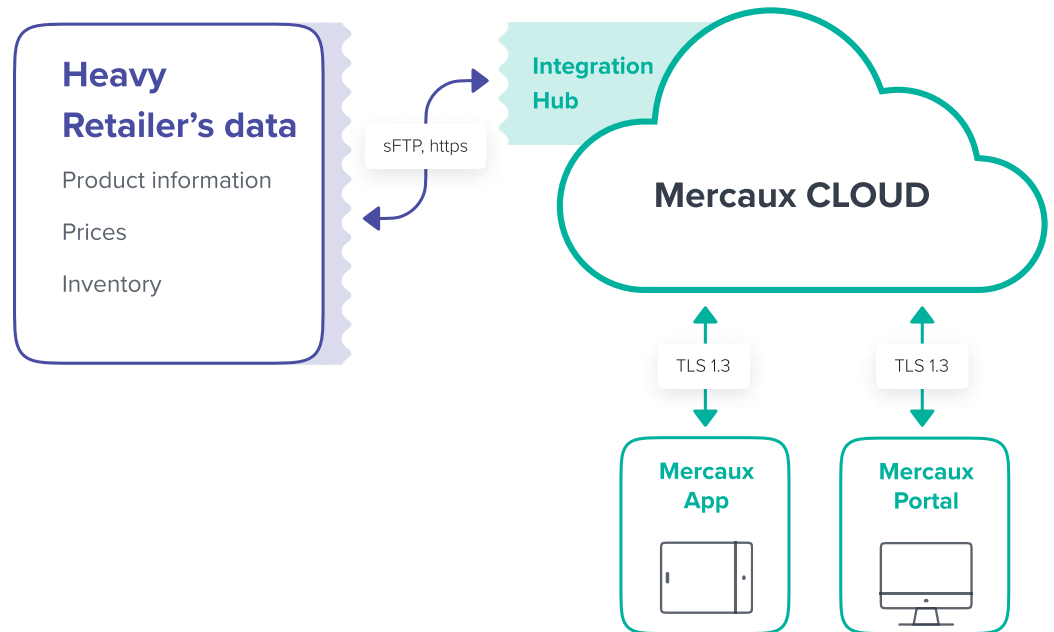
The General Data Protection Regulation is a regulation in EU law on data protection and privacy. Mercaux has been assessed by a specialist independent GDPR compliance company to ensure all areas of the regulation are being adhered to correctly.

Independent assessment available on request

Heavy Retailer's Data

Security Details

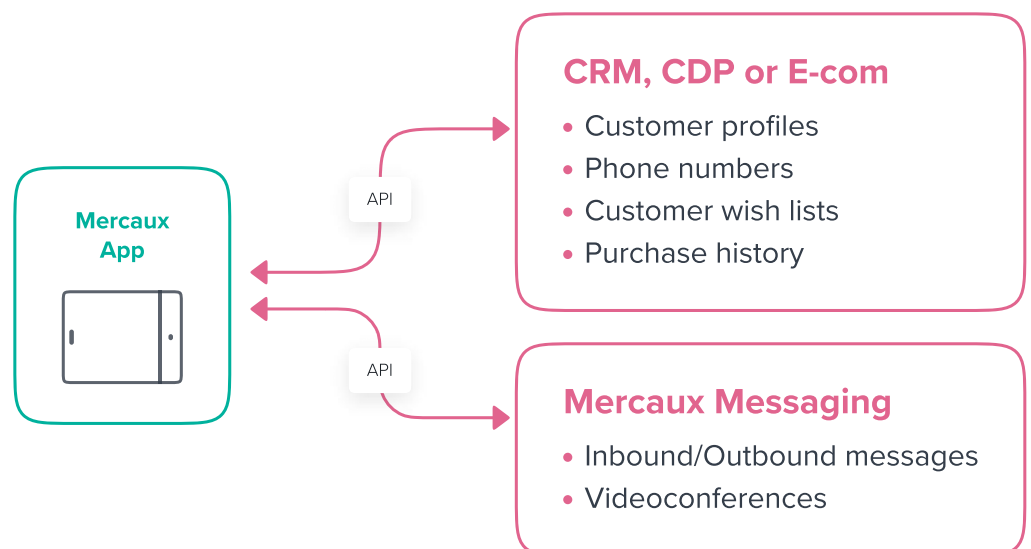
1. Mercaux is PCI DSS level 1 service provide certified
2. Data is securely stored in our Cloud leveraging AWS security
3. Connection between Mercaux Cloud and Applications is encrypted in TLS 1.3
4. No sensitive data is transfered as part of Heavy Retailers Data



Clienteling Integration Security

Security Details

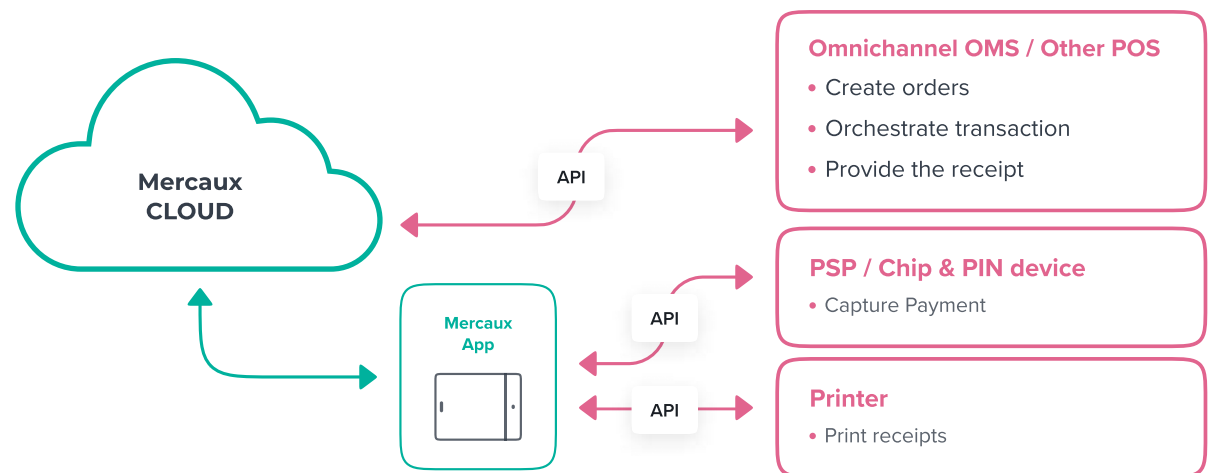
1. Mercaux does not store Personal Informations
2. Customer data is loaded on request via API
3. All forms of API authentication are supported
4. Customer data is removed upon the end of the session, logout or termination of the App
5. Mercaux team does not have access to any Personal Data



OMS and Payment Integration Security

Security Details

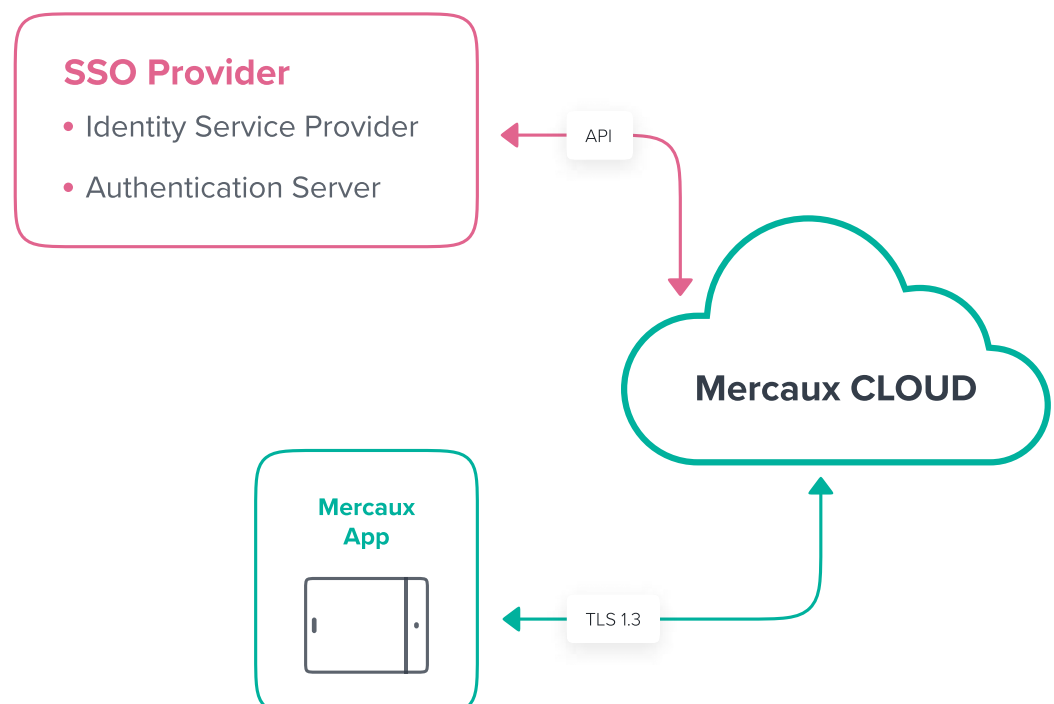
1. Data is transferred from your systems to our Cloud using secure connections
2. Mercaux doesn't store, process or transmit cardholder data
3. All supported Chip and PIN devices are PCI compliant



Authentication security

Security Details

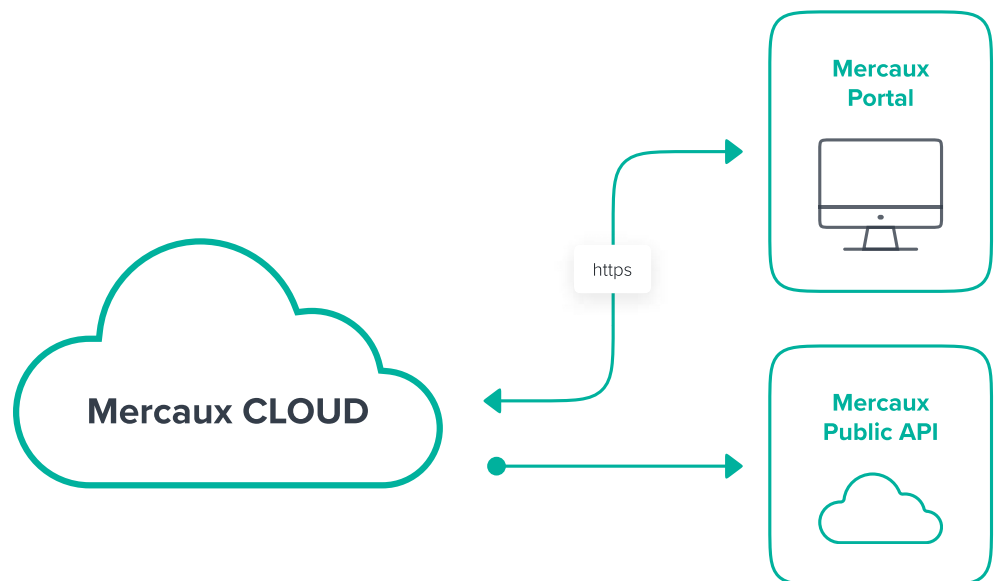
1. Mercaux provides its own secured authentication and authorisation which is subject to External Penetration Testings on a regular basis
2. Mercaux can also integrate with SSO Providers



Analytics and Public API

Security Details

1. Access to Analytics via the portal is restricted to specific role and user permissions
2. External access to Public API requires a unique API Key provided on request only
3. Analytics data does not contain any sensitive information and is almost entirely anonymised



Coming Soon



If you have any security related questions,
please email: gdpr@mercaux.com