PCI Data Security Standard (PCI DSS)

THE COMPANY:

decolar

Decolar/Despegar is an online travel company in Latin America. With 20 years in the market, it operates in 20 countries and offers through its website or its mobile application a complete offer of flights, travel packages, hotels and products related to tourism and entertainment worldwide.

How does the PCI Data Security Standard (PCI DSS) benefit your company?

We use our PCI DSS knowledge in multiple ways. First, we apply it to awareness campaigns, where we educate our contact center employees. This makes them understand the importance of the information they're handling when taking calls or dealing with customer care cases. We also apply the PCI DSS knowledge to our security policies, as well as to our incident response plans and continuity plans. Even if they're focused on payment card information, PCI DSS is one of the most comprehensive security standards in the industry and can be applied to multiple areas.

What has been a key challenge for your company in implementing and maintaining PCI DSS controls?

One of our most challenging tasks was to work with a third-party cloud provider (CSP) and maintain PCI DSS controls in our cloud environment. It was equivalent to restarting the certification from scratch.

How has your company addressed this challenge?

We built a new networking environment, which is a very hard task to accomplish because it involves installation and configuration all the communication devices and all the security devices under PCI DSS as well as the related documentation that supports this new zone in our infrastructure.

What results did this lead to?

With the implementation of a CSP, now we have a Disaster Recovery Plan also in the cloud environment, which allows us to recover the critical services of the organization including the segmentation of our cardholder data environment (CDE).

What key learnings can you share to help other companies that might face similar challenges?

The CSP offers many services to assure that the infrastructure has been properly secured. We are ultimately responsible for the security of the data as well as the configuration of the services running on the network. We recommend having a written agreement that covers your company's responsibilities and the CSP's responsibilities.

To comply with the filtering of firewalls requirement, we decided to use Security Groups as components that allow traceability of established connections. Also, we use IPSec VPN tunnels to encrypt communications between our CSP environment to and for our on-premise datacenter, in addition to using encrypted protocols inside these tunnels.

Brazil Regional Engagement Board

Decolar/Despegar is an active member of the Brazil Regional Engagement Board, which represents perspectives of PCI Participating Organizations and PCI constituents in Brazil, advising and providing feedback and guidance to the PCI SSC on standards and programs development and adoption in Brazil.

PCI Security Standards Council ®