Security Information

Pelican Awards registration (tickets and sponsorships) and the silent auction are handled through a secure platform called Greater Giving. This platform allows you to register, set up a bidding profile, and then easily participate in paperless bidding at the event. If you set up a bidding profile with a credit card, you can place bids from your phone, receive updates on your items, and enjoy speedy checkout at the end of the auction.

Greater Giving was founded in 2010 to provide a fast and secure auction checkout experience for nonprofit events.

Greater Giving is a Level 1 vendor—the highest, most secure level of PCI compliance—so you know your data is safe.

Greater Giving complies with the Payment Card Industry (PCI) Data Security Standard, protecting your payment data during and after a transaction. Their technology and processes are reviewed regularly and undergo an annual audit by a PCI- accredited 3rd party to ensure PCI compliance.

Greater Giving is certified compliant as a Level 1 Merchant, or Level 1 Service Provider. This means that we have submitted the following material as required by PCI DSS:
- An external audit, performed by a PCI Qualified Security Assessor.
- A quarterly network security scan report by a PCI approved vendor.

What exactly is PCI?
PCI is short for PCI DSS, or the Payment Card Industry Data Security Standard. This standard is designed to create common industry security requirements. It consists of 12 basic requirements and is supported by over 200 detailed sub-requirements.

Greater Giving receives three main documents as a part of the PCI DSS compliance process:
- AOC (Attestation of Compliance)
- ROC (Report on Compliance)
- Vulnerability Scan report

These documents are submitted to PCI as part of the annual compliance audit.

You can confirm Greater Giving's PCI compliance status, by referring to the Visa Global Registry of Service Providers at http://www.visa.com/splisting/index.html.

If I use Greater Giving, how is my credit card data handled?
First, all card data is encrypted once the card is read by our terminal or card readers, using industry standard encryption technology. Second, while in storage in our databases, data remains encrypted with security standard certificates. This data is only stored for processing, and is then deleted, or reduced to just the first and last four digits. Security codes are never stored.

What about my other information?
We only share cardholder information (card number, name, etc.), with the credit card processing networks. Only specific approved individuals within Greater Giving have access to that information, for legitimate business reasons – such as resolving cardholder disputes or refunds.

How does Greater Giving secure its servers and databases?
Physically, our servers are hosted in secured data center, which strictly limits access to the data center to authorized personnel.

Electronically, we secure access to our online applications using these industry standard practices:
- Firewalls limit access from the Internet to our servers.
- Our software is updated with the latest security patches
- We monitor our systems 24/7 to ensure that our servers are operating at peak efficiency.

Read More: https://www.greatergiving.com/en/solutions/security-and-compliance