

Acquirers  
Terminal vendors  
Terminal manufacturers

# Visual Shield

## Best Practice: Visual Shield - Ver G Final

Type: Security

31. July 2023

### In brief:

Privacy shielding is one of several means for reducing the risk that cardholder PINs are observed during PIN entry. In addition to the provision of a shield:

- Cardholders need to be educated to protect their PIN, e.g., use their body and hands as additional shields when entering their PIN
- Merchants need education on the proper deployment of PIN entry devices, especially with respect to customer queues and in-store security cameras
- Cashiers need education on the proper use of PIN entry devices.

This Best Practice is based on the standards published by Payment Cards Industry (PCI) on PIN Transaction Security (PTS) Point of Interaction (POI) Modular Derived Test Requirements (DTR), version 6.x.

### Best practice F1:

A PIN pad may be equipped with a privacy shield in accordance with PCI PTS POI DTR Appendix A.

“For handheld devices as defined in (PCI PTS) Appendix A Section A1.2 and operated in its intended manner (handheld by the cardholder when entering PIN), the Terminal Service Provider’s merchant guidance must state the intended manner of a handheld device”.

### References:

1. PCI PTS POI DTR v6.x Appendix A.

### Version history

Date	Version	Description	Issued/revised by
2018-02-19	E Final	Document review. Links and version updated	PNC SAC
2021-04-13	F Final	Aligned with PCI PTS v6 Appendix A	PNC SAC
2023-07-31	G Final	Alignment in General with PCI PTS v6.x, Minor adjustments to ensure this is a best practice	PNC SAC

### Related Documents

“Payment Card Industry (PCI) PIN Transaction Security (PTS) Point of Interaction (POI), Derived Test Requirements (DTR), Version 6.x” [Official PCI Security Standards Council Site - Verify PCI Compliance, Download Data Security and Credit Card Security Standards](#)