Is online giving safe?

At Westwood we use an online database called Church Community Builder (CCB). This system gives access to your contribution records and allows you to make donations online. CCB provides the security for the system and has been fully tested.

There are two aspects of security related to the system. First, Church Community Builder makes the following statement from their security documentation: "Church Community Builder is responsible for the security of all cardholder data transmitted through its systems. To ensure that your cardholder data is handled securely, Church Community Builder has been assessed by a Qualified Security Assessor (QSA) and found to be compliant with the PCI DSS as a Level 1 Service Provider."

Second, the merchant provider is responsible for the security of all cardholder data transmitted, stored and processed on their systems. Pushpay is our Merchant Provider. Their security documentation states: "Whether data is in transit or at rest, we use enterprise grade encryption and adapt our approaches as risk, technology and recommended approaches change. Pushpay is PCI compliant and works closely with auditors to ensure our security standards exceed compliance standards. Protecting your personally identifiable information matters. We strictly control our data storage to ensure that it is protected and your privacy is preserved."

An additional aspect of security relates to account creation. When you create a new account in the system, you will be able to donate immediately, but you will not have access to any previous contribution information. To view prior contributions we must manually link your previous information to the account you created.

In order to verify the authenticity of the account request, we will ensure that all of your data matches our current records (e.g., address, phone number and email address). If there is any question, we will contact you via email before creating the link. Since this is a manual process, we will perform these steps approximately once a week, but if you would like to speed up this process, you can send us an email at accounting@westwoodcc.org.

When you create your account, you will determine your own login id and password. If you forget your login id or password, you can have the system email it to you by entering the email address that you used when you created your account. If you need help or cannot remember the email address you used, you can contact us at accounting@westwoodcc.org. You may change your password at any time.