

WHY USE STRIPE

Masters Swimming Australia is migrating to Swim Central as its primary membership and events platform. These new types of transitions may raise some security concerns, mainly due to the change in general and requirements from the provider. We have listed below some recommended information to share with clubs who may have concerns about the general security/stature of Stripe in Australia, and the management of electronic ID documents that are required as part of the set up.

The documents below supplied by Stripe are the best place to explain the Stripe processes and security when you come across concerned merchants that are connecting to the Swim Central platform.

- [Stripe Docs - account activation](#)
 - Explains the high-level process of activating an account and the purpose of the process which is to ensure that Stripe meet their legal requirements (KYC) as a financial institution
 - There's also, links to our PCI explainers & Service Agreements
- [Security at Stripe](#)
 - Stripe holds the highest level of PCI compliance. They encrypt and securely store all sensitive information
- [Stripe Privacy Policy](#)
 - Outlines the data Stripe collect and what they use it for
- [Stripe Docs - Required Verification](#)
 - Outlines information that Stripe collect with an interactive table based on business type which outlines the information they have to collect as a financial institution

Background Information: Swim Central and Stripe

Swimming Australia (SA) has a formal agreement with Stripe and allocated Account Manager who provides support to help alleviate any club concerns (note: all this information is also available on the Stripe Australia website).

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Capterra is a good example of an independent company that assesses/rates payment processing platforms (see following link): [Capterra Example](#)

A few examples to assist with an initial response to a club concern:

- Is this club aware of how payments have been processed in the past. For example, other platforms are far less secure process than what Swim Central has in place.
- Swim Central has been operating with Stripe as its payment processor in the past 3 years. SA has reported no complaints/issues from clubs around receiving funds or security of documents.
- Branches have already conducted several pilot events who can support the end-to-end payment process and how it has worked for them to date.

We encourage clubs with concerns to conduct any general research online themselves. Stripe is highly regarded and a safe and secure platform.

Requiring electronic ID documents as part of the setup.

The requirement to provide digital ID protects the clubs and is in line with payment processing regulations in Australia (i.e., prevents illegal money laundering.)

Stripe also has more information on their website regarding ID info:

<https://support.stripe.com/questions/managing-your-id-verification-information>



MASTERS SWIMMING AUSTRALIA

Swim Central Help Sheet



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