

# Chapter 1

## Strong Customer Authentication and Common and Secure Methods of Communication

**Article 27 Destruction, deactivation and  
revocation**

Payment service providers shall ensure that they have effective processes in place to apply each of the following security measures:

- (a) the secure destruction, deactivation or revocation of the personalised security credentials, authentication devices and software;
- (b) where the payment service provider distributes reusable authentication devices and software, the secure re-use of a device or software is established, documented and implemented before making it available to another payment services user;
- (c) the deactivation or revocation of information related to personalised security credentials stored in the payment service provider's systems and databases and, where relevant, in public repositories.