Important - "General Data Protection Regulation (GDPR)" – Page 1

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In reference to the new GDPR laws that come in to force across Europe on the 25th May 2018, the following statement is to help provide transparency to how, what, where and why, to the use of data stored within Fokus.

What Data is Collected

Fokus is a Windows based hotel management software that allows a hotel to run it's business, this software is also used by appartment letting companies which may be for the letting of student accommodation or long term lets.

Fokus allows the input and storage of reservations for future arrivals, current inhouse guests or tennants and holds a database of past occupants for the purposes of having details to hand for future repeat business and if opted in, then also for marketing purposes.

Reservations stored in Fokus, typically contain information that relates to a booked room or rooms and will usually also contain contact information such as a name, address, phone number , email address and a card number. This information is typically used so that our clients may contact their future guest to confirm arrangements, should something happen to our client's property that causes them not to be able to accommodate a prior arranged stay, that the guest could be contacted. Card details held on a reservation are typically used to guarantee a reservation, should the guest not arrive and in some cases, should damage occur in room including smoking by that guest, then a guest may be charged using the details. This will be refered to as the '*Reservations'* database.

When a guest departs, their contact details are transferred to the '*Guest History*' database, this database serves two purposes, should a guest rebook (repeat guest), you have all the guest's details pre filled so you don't have to re-enter them again, you also get to see any comments about the guest, such as disabilities, diet requirements or a favourite room. You can see how many times a guest has stayed and how much they spent, this information can be used to decide on a preferencial rate for the guest or a complimentary roomtype upgrade and give the customer an easy and fast reservation experience. The second purpose oft the guest history database, is that you can use it for marketing purposes as long as you have the consent of the guest to allow marketing communication.

Also when a guest departs, a copy of their room bill / invoice is stored in the '*Invoice Archives*' database, this database will store the guest name, any address if given and the transactions of items charged to that guest's bill, this information has to be stored for up to 7 years unless a printed paper copy of the invoice is stored. This database also allows a guest to be able to request a copy of their bill incase they have misplaced or damaged the original copy given at check out.

The 'Reservations' database is usually only accessable by staff at a client's premises, however, that client may also use the services of a third party company for the purposes of contacting a guest to obtain guest feedback on the quality of service received by the guest.

Reservations can be taken directly by our client's staff, this could be by telephone or by emails received or reservations can be entered in to the reservations database via a 3rd party booking engine or online travel agent.

Where and How data is stored for Fokus

Fokus stores all it's data on our client's own computer hardware, this may be a single computer or multiple computers accessing one main computer or a Network Access Storage box located on our clients premises.

Fokus stores it's data in it's own propritary database, although the reservations database and history database are not encrypted, data is simply viewable as text as some information is compressed before being written to the database. Please Note: All Card information in the database is strongly encrypted.

The movement of data through to being purged

Reservations that enter into the Fokus Reservations Database remain in the database until checkout or if the reservation is cancelled, upon checkout, depending on privacy settings and user actions, this reservation may then enter the History database. If a reservation is cancelled, some of the reservation is transfered to a cancellations database, this would be Name, Address, Date Booked, Room Type, Date Cancelled, Reason of cancellation and any deposit that was paid. This information may be needed in the event of a query or that the guest needs to rebook, or turns up unexpected.

Upon checkout, guest contact details may be transferred to the Guest History database. The guest name and address plus details of the stay and bill will be automatically transferred to the Invoice Archives database for the purposes of record keeping and incase a guest requests a copy of a bill, this database also serves to provide evidence should any chargeback investigations arise. An invoice can have its address details removed, but the name of the guest cannot be removed or edited.

Guest History can be stored either indefenately or to a preset amount of time, this is decided upon by the client as to how long they want to keep this information for. Options can be configured to purge guest data older than 3 months, 6 months, 1 year, 2 years, 3 years or 5 years.

No data entered into Fokus is stored online directly by us, however, if you use a 3rd party booking engine / channel manager such as AvailPro or SiteMinder, then any reservation information they pass to Fokus, they will most definately have a copy of, this is usually located within the client's secure portal and only accessable with login credentials, these 3rd party businesses will issue their own GDPR privacy policy information.

Zalion reserve the right to change, modify or amend this policy, notice of any changes will be published on our website.