Oracle® Hospitality WebSuite8

Guest Anonymization
Release 8.9.6.70
E97089-01

May 2018

ORACLE

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Preface

Audience

This guide is intended for system administrators, support and users familiar with the Suite8 modules.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com

Revision History

Date	Description of Change
May 2018	Initial documentation

1 Guest Anonymization

Introduction

This document outlines the configuration and describes the Guest Anonymization functionality.

Guest Anonymization is a feature to anonymize guest information. The anonymization of a guest removes personal sensitive data that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Checks are performed to make sure that no profile with current or future activities is anonymized, for example: reservations, financial accounts or activities. Also, values required by certain statistics will not be anonymized. This includes countries and states.

Feature Availability

The functionality is only available with the according **user rights** and the activated global setting **Guest anonymization** under **Configuration > Global Settings > Profile.**

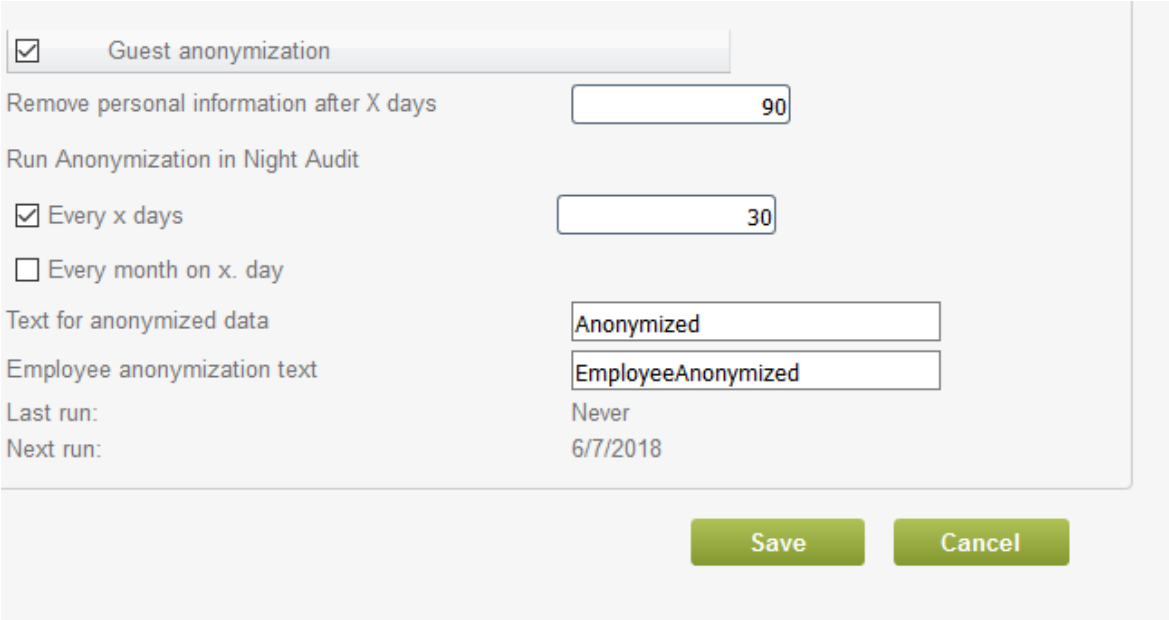
Prerequisites

Suite8 Version 8.9.6.70

2 Configuration

Global Settings

1. Activate the setting Guest Anonymization under **Configuration > Global Settings > Profile**.



Field	Description
Guest anonymization	You can activate the functionality of the feature here.
Remove personal information after x days	Define the number of days how long after the last activity a profile will be anonymized automatically. The minimum period to enter is 30 days.
Run anonymization in night audit:	
Every x days	Activate this option if the automatic anonymization should run in the specified interval.
Every month on x. day	Activate this option if the automatic anonymization should run once a month on the specified date. If 31 is selected it will always be the last day of the month.
Text for anonymized data	Here you can enter the text that will replace according information where deletion is not possible If no text is entered the default string Anonymized will be used.
Employee anonymization text	Here you can enter the text that will replace according information where deletion is not possible If no text is entered the default string Anonymized will be used. This applies only for Employee/User anonymization
Last run	Indicates when the automatic procedure was last run.
Next run	Indicates when the automatic procedure will run again based on above configuration.

2. Activate the user right **Customer Profiles > Profile Details > Anonymize** for those users able to run anonymization. Either manually or automatically during night audit.
3. Log out of WebSuite8 and log in again to view the new field **Private Data** in the profile edit screen.

> **Note:** After activating guest anonymization all profiles will be set to the status Normal (see Profiles).

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Initialization

After the activation of the guest anonymization you should run the initialization before the next night audit as it can take a considerable amount of time to run depending on the number of profiles in the database.

> **Note:** After activating guest anonymization all profiles will be set to the status Normal. You should be aware of getting the consent to keep the data from your individual guests before activating the feature and running the initialization.

1. Go to **Configuration > System Maintenance > Guest Anonymization Initialization.**

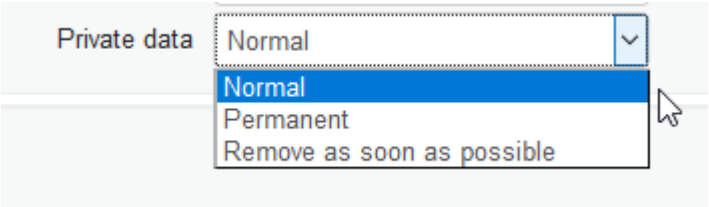
   This option will check every individual profile. If the **Private data** option is set to **Normal** and no activity within the defined period is found the profile will be anonymized immediately. If activity is found then the profile will not be anonymized but a date for anonymization is being set. On this date the profile will be checked again. If by that date no new activity has been created the profile will be anonymized.
2. The option should also be run after you changed the global setting **Remove Personal Information After X Days**.

> **Note:** Profiles will not be anonymized if they have active reservations, open financial accounts, open city ledger, active activities and CCM bookings etc. Also, values required by certain statistics will not be anonymized. This includes countries and states.

Profiles

The consent to keep the guest data must be collected by the hotel. This is typically done through the registration card that the guest fills out upon check in, or for existing individual profiles. For example, running an email mailing or a mailing.

1. Go to **Clients > Profiles > edit a profile > Private Data** and set the guests preference regarding data storage. The following options are available:



Status	Description
Normal	The guest has not given the consent to store his data. The profile will be anonymized after the defined period when no future or other limiting activity exists. This is also the default status when a new profile is created.
Permanent	The guest has given the consent to store and keep his data. The profile will not be anonymized.
Remove as soon as possible	The guest has requested for his data to be removed. Since there is underlying data, which can prevent immediate removal, the value is set to **Remove as soon as possible**. As soon as limiting activity has passed, the profile will be anonymized.

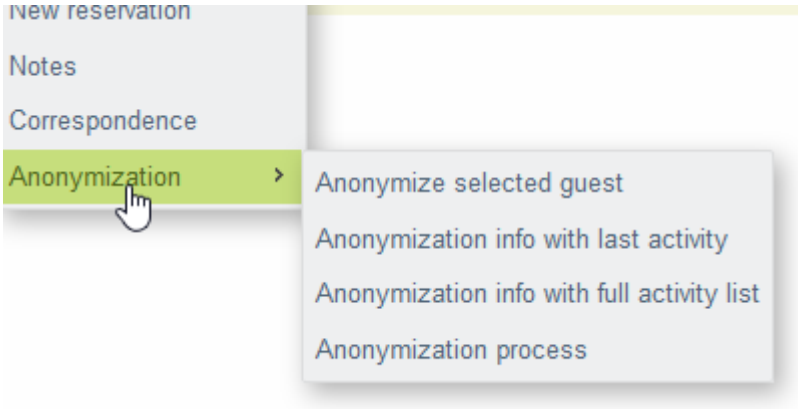
2. If you change this entry, it will be stored in the user log.

> **Note:** After activating the guest anonymization all profiles will be set to the status **Normal**. Also, when you create a new profile the default status is Normal.

Options

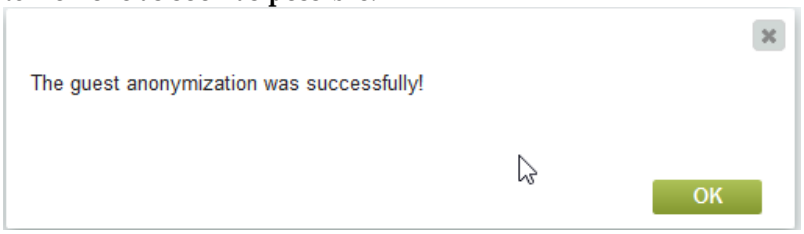
You can anonymize a guest on the profile level itself.

1. Select a profile > right click > select option **Anonymization** and select one of the following four options:



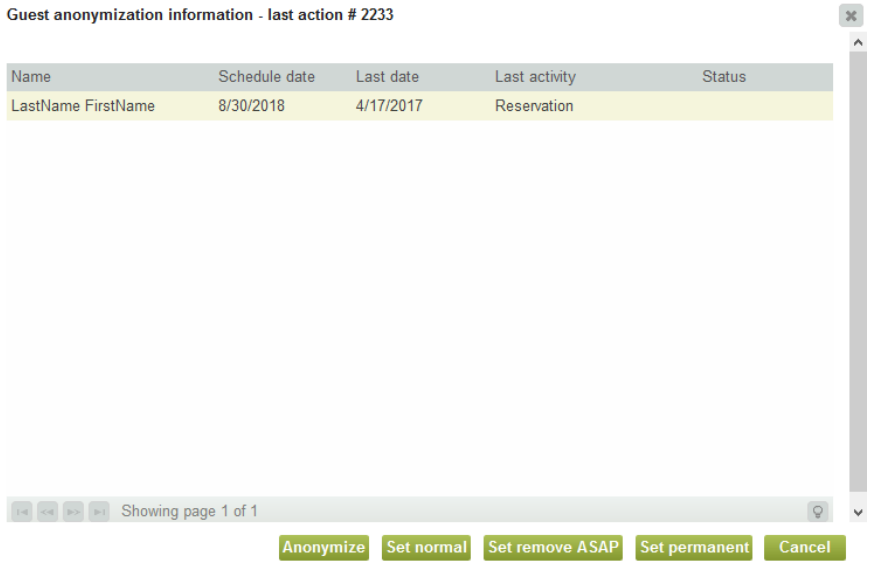
- Anonymize selected guests

  This will immediately try to anonymize the selected Profile(s). Usually you will use this option when the guest requests the anonymization on site. A status box will be displayed. If you cannot anonymize a profile the reason will be displayed. In this case the profile should be set to **Remove as soon as possible**.



- Anonymization info with last activity

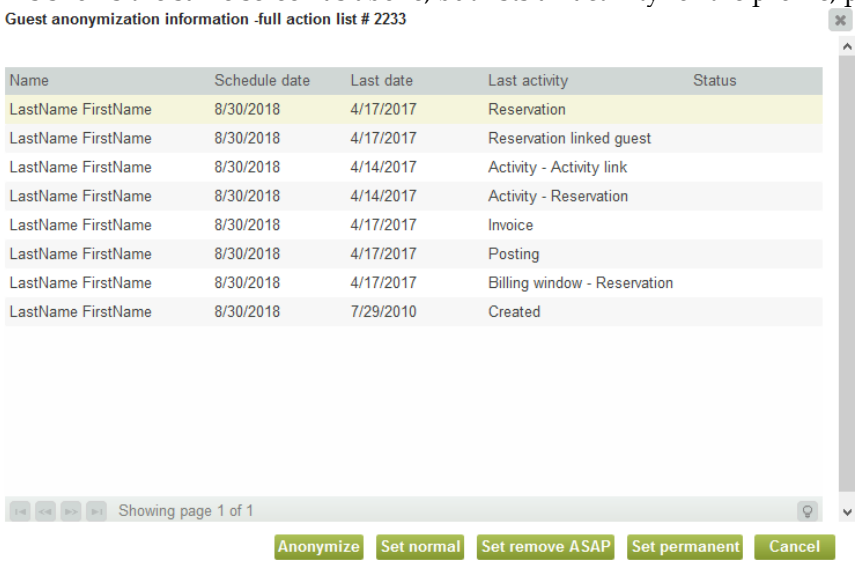
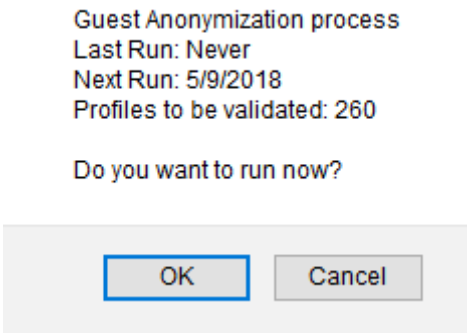
  This shows the last activity which prevents the anonymization. For example: If more than one reservation exist for this profile, only the one with the latest departure date will be displayed here, as this determines the next anonymization date.



  You can initiate the anonymization and run all checks again or set a **Private data** option using the buttons at the bottom of the window

- Anonymization info with full activity list

  This shows the same screen as above, but lists all activity for the profile, past and future ones.



- **Anonymization Process**
  This will start the global anonymization – same as option during Night audit.