

Oracle® Hospitality Suite8

Guest Anonymization

Release 8.9.6.50, 8.10.2.40, 8.11.0.0 and higher

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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
November 2017	Initial documentation
January 2018	Release 8.9.6.50 and 8.10.2.40
February 2018	Release 8.12.0.0
August 2018	Release 8.13.0.0

1 Guest Anonymization

Introduction

This document outlines the configuration and describes the Guest Anonymization functionality available from Version 8.9.6.50, 8.10.2.40, 8.11 or higher.

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, CCM bookings or activities. Also, values required by certain statistics will not be anonymized. This includes countries and states.

Note: From Version 8.13.0.0 guest anonymization has been enhanced in a Hotel Connector or CRS environment.

Feature Availability

The functionality is only available with the according **user rights** and the activated global setting **Guest anonymization** under **Setup > Configuration > Global Settings > Profiles > 2 Profiles**.

Prerequisites

Suite8 Version 8.9.6.50, 8.10.2.40, 8.11. or higher.

2 Configuration

User Right to Enable the Feature

1. Activate the user rights under **Setup > Configuration > User Rights > Configuration > Global settings** security related to enable the activation of the guest anonymization.

Note: This user right is not only required for this specific feature but also for other items in configuration

Global Settings

1. Activate the setting Guest Anonymization under **Setup > Configuration > Global Settings > Profiles > 2 Profiles**.

The screenshot shows a configuration window for 'Guest anonymization'. It includes a checked checkbox for 'Guest anonymization'. Below it, 'Remove personal information after x days' is set to 364. Under 'Run anonymization in night audit:', 'Every x days' is unchecked and 'Every month on x. day' is checked with a value of 15. The 'Text for anonymized data' field contains 'Anonymized'. At the bottom, it shows 'Last run: Never' and 'Next run: 15.11.2017 (In 7 days)'.

Field	Description
Guest anonymization	You can activate the functionality of the feature here. This requires extra user right (see point 3)
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.

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. Restart Suite8 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).

Sign Database Objects

To remain as flexible as possible, the actual anonymization process and the checks if a profile can be cleansed are based on Oracle stored procedures and views. To make sure that these are not changed without consent the required database objects must be signed in Suite8. Once signed, they will be compared every time upon starting of Suite8. If any of the items have changed in the database a notification will be displayed.

1. Activate the user right **Validate and sign database Objects** under Miscellaneous to be able to sign the objects. We recommend that only a few selected users should have this user right assigned.
2. Go to Setup > Miscellaneous > System Maintenance > Database > Validate and sign database objects to sign the objects.
3. Select **Guest anonymization** on the upper left hand side.

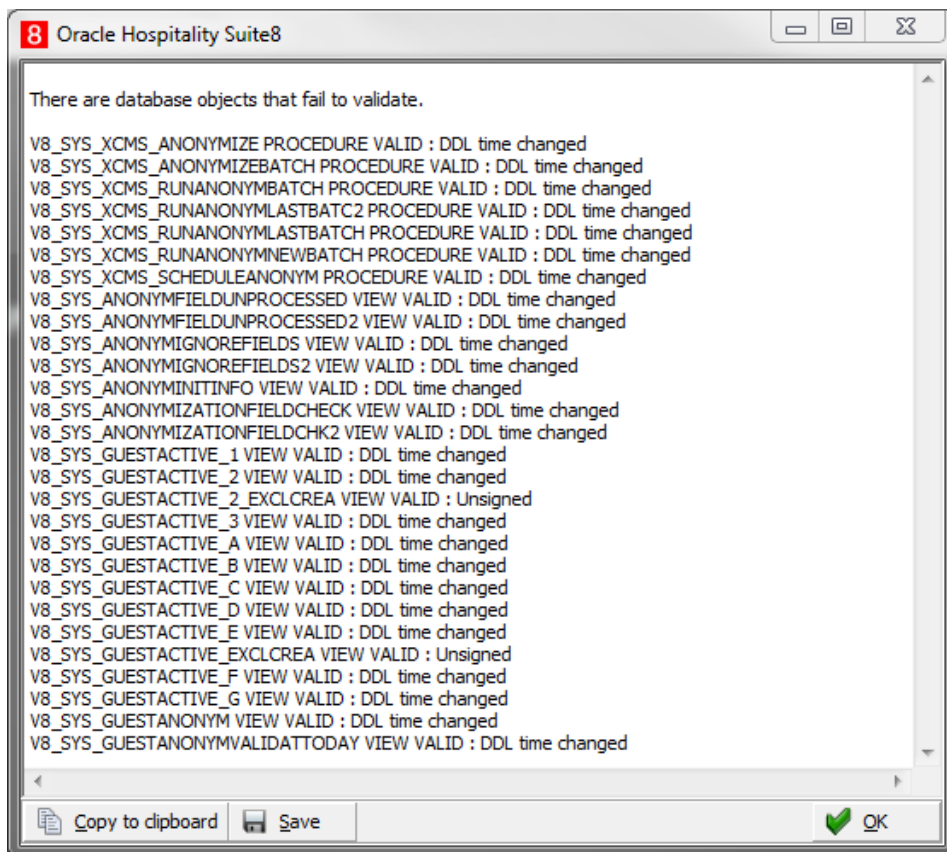
Name	Type	Last ddl	Time stamp	DB Status	Signed by	Signed at	Validation status
VB_SYS_XCMS_ANONYMIZE	PROCEDURE	08.11.2017	2017-11-08:14:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_XCMS_ANONYMIZEBATCH	PROCEDURE	08.11.2017	2017-11-08:14:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_XCMS_SCHEDULEANONYM	PROCEDURE	08.11.2017	2017-11-08:14:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMFIELDUNPROCESSED	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMFIELDUNPROCESSED2	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMIGNOREFIELDS	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMIGNOREFIELDS2	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMINTINFO	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMIZATIONFIELDCHK	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_ANONYMIZATIONFIELDCHK2	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_1	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_2	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_2_EXCLCREA	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_3	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_A	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_B	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_C	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_D	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_E	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_EXCLCREA	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_F	VIEW	08.11.2017	2017-11-07:08:0...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTACTIVE_G	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTANONM	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed
VB_SYS_GUESTANONMVALIDATODAY	VIEW	08.11.2017	2017-11-02:09:4...	VALID	Demonstration, S...	08.11.2017 09:5...	DDL time changed

4. In this screen all relevant views, those which are not signed, or those where there is a difference between the signed item and the actual item, are displayed by default.

Button	Description
Sign	Select this option to sign the selected object(s).
Remove	Select this button to remove a signature of an already signed and valid view/procedure.
View	Shows the view/procedure.

Compare	Select this option to compare the previously signed to the existing.
All / None	Select all records or none of the records currently displayed in the grid.
Revert	Reverts the selected records.
Checkbox: Only items that need attention	This is activated by default and will only display items which are not signed. When you disable it, it will display all items in the selected area.

5. Select the view/procedure(s) to sign them and select **Sign**.
6. Every time Suite8 is started a check is performed to search for unsigned objects. If unsigned objects exist, a popup is displayed:



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 **Setup > Miscellaneous > System Maintenance > CRM > 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**.

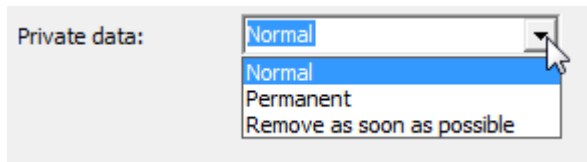
Note: Profiles will not be anonymized if they have active reservations, open financial accounts, open city ledger, active activities and CCM bookings etc. Also, values required by certain statistics will not be anonymized. This includes countries and states.

Profiles

Tab More Fields

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 **Profiles > edit a profile > Tab More Fields > 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.

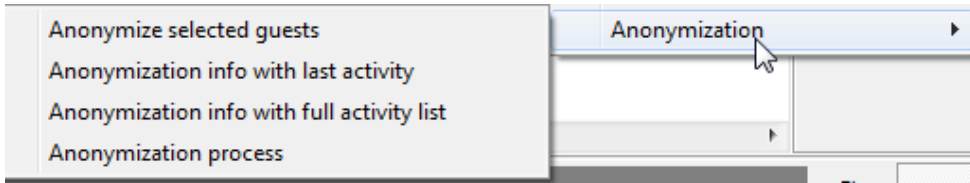
2. If you change this entry, it will be stored in the user log.

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

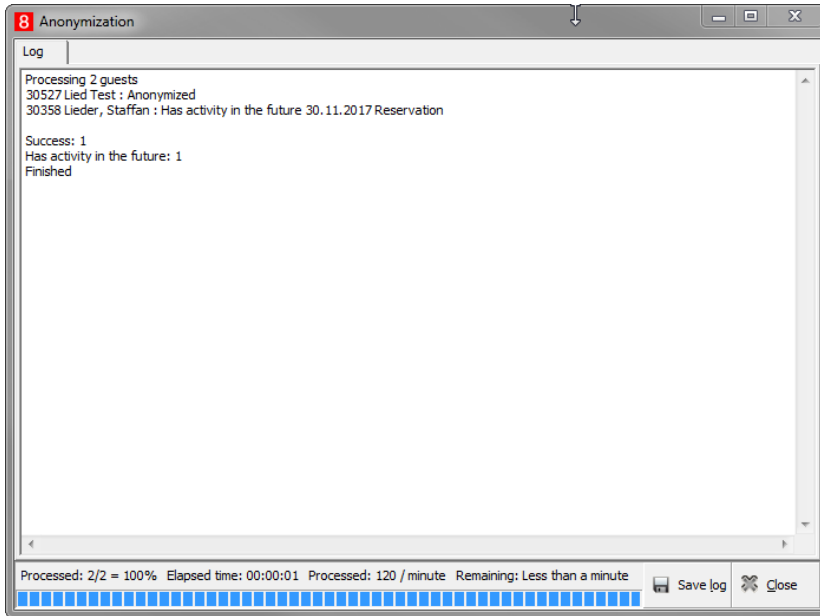
Options

You can anonymize one or more guests on the profile level itself.

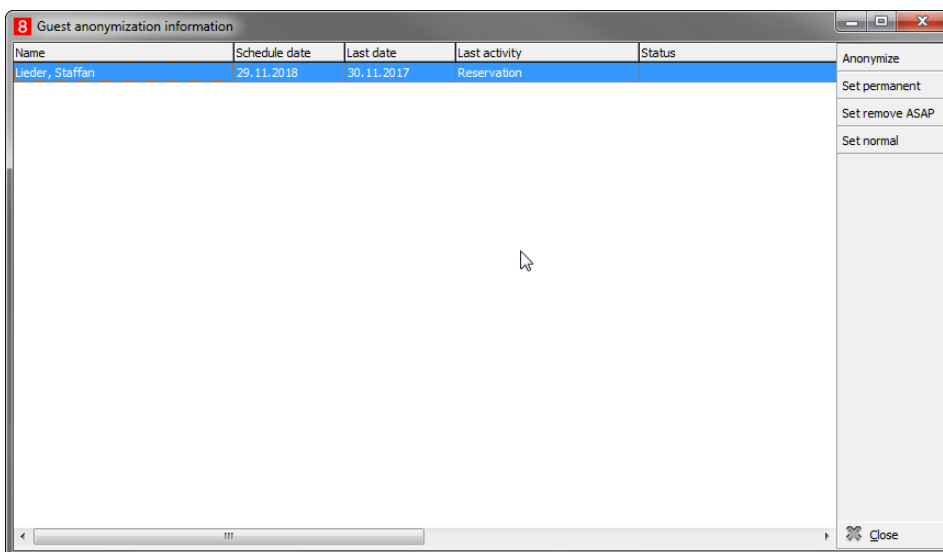
1. Select one or more profiles and go to **Options > Anonymization** and select one of the following four options:



- 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** under **Profile edit > Tab More Fields**.



- 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 on the right hand side

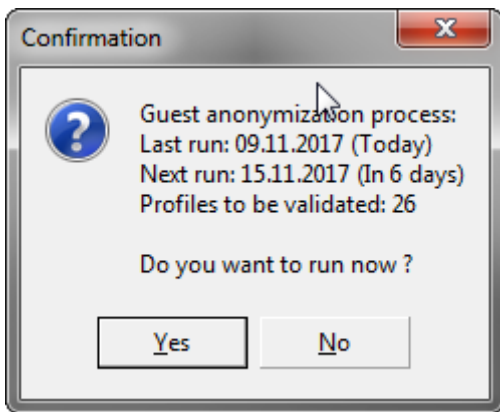
- Anonymization info with full activity list

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

Name	Schedule date	Last date	Last activity	Status	Anonymize
Lieder, Staffan	29.11.2018	30.11.2017	Reservation		Anonymize
Lieder, Staffan	29.11.2018	30.11.2017	Reservation linked guest		Set permanent
Lieder, Staffan	29.11.2018	09.11.2017	Accounts receivable		Set remove ASAP
Lieder, Staffan	29.11.2018	14.09.2015	Activity - Activity link		Set normal
Lieder, Staffan	29.11.2018	14.09.2015	Activity - Reservation		
Lieder, Staffan	29.11.2018	16.08.2015	Table reservation - Table reser...		
Lieder, Staffan	29.11.2018	15.08.2015	Calendar event - Calendar eve...		
Lieder, Staffan	29.11.2018	15.12.2016	Invoice		
Lieder, Staffan	29.11.2018	17.12.2016	Posting		
Lieder, Staffan	29.11.2018	30.11.2017	Billing window - Reservation		
Lieder, Staffan	29.11.2018	22.10.2014	Created		

- **Anonymization Process**

This will start the global anonymization – same as option during Night audit.



Grid

1. You can add two new fields to the grid by right-clicking the **profile grid** > **Customize**
 - a. **Data Storage** (XcmsStoreDataText): this field shows what option is selected in the select box **Private Data** from Profile Edit > More Fields.
 - b. **Next anonymization** (NextAnonymizationCheck): Shows the date the profile is next checked for anonymization.

Data storage	Next anonymization...	C
Normal	29.11.2018	Y

3 Guest Anonymization in Hotel Connector and CRS Environment

From version 8.13.0.0, guest anonymization is enhanced in hotel connector and CRS environment also as detailed below:

Global Setting

A global setting was introduced for Central Partner hotels:

Global Settings->Profiles->2 Profile->Ask about Central DB anonymization

Guest anonymization

Remove personal information after x days

Run anonymization in night audit:

Every x days

Every month on x. day

Text for anonymized data

Ask about Central DB anonymization

Last run: 03.07.2018 (14 days ago)

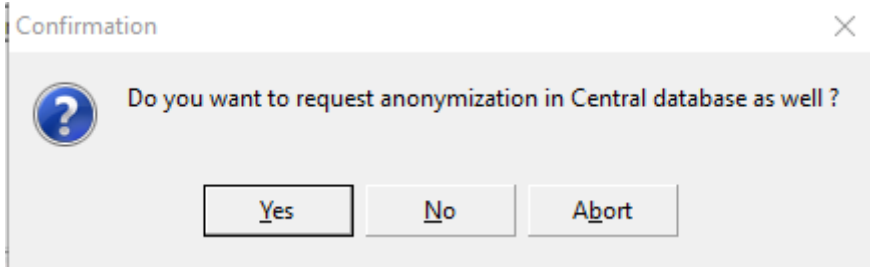
Next run: 17.07.2018 (Today)

Employee anonymization text

Field	Description
Ask about Central DB anonymization	If this is checked, whenever a profile is manually anonymized in the partner hotel, the system will give an option to the user to anonymize the profile in the central DB as well.

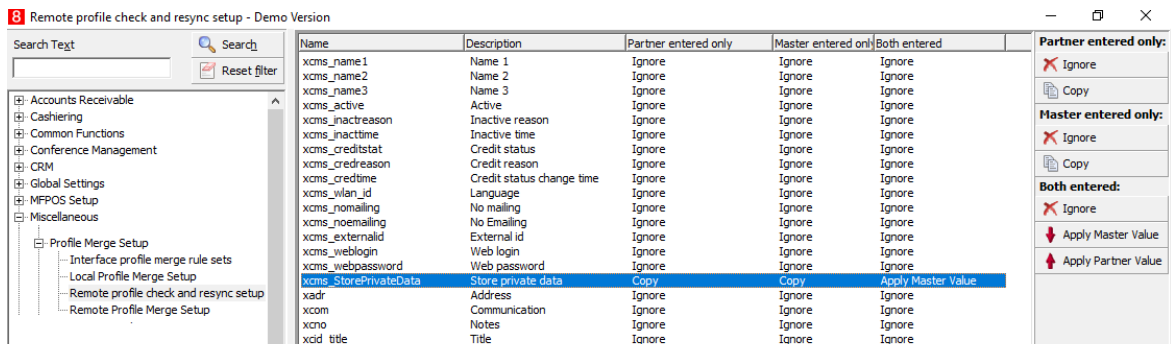
Anonymization Process

1. When a user manually anonymizes a Profile in the Partner Hotel a question will pop up, if the central profiles should be anonymized as well.



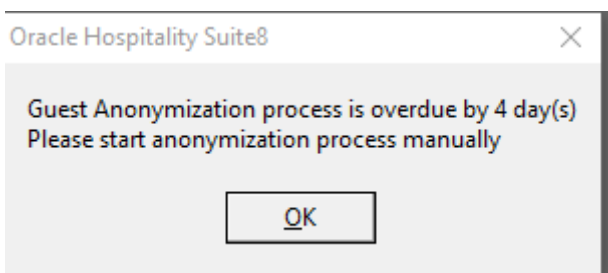
When the user selects “Yes” then the Profile in the central Database will be set to be anonymized “As soon as possible”. In the central DB the profile will only be anonymized when it is no longer subscribed by any other connected hotel.

- The value set in **Profiles > edit a profile > Tab More Fields > Private Data** will be synchronized between Partner and Central DB depending on the setting for this field in the **Setup > Configuration > Miscellaneous > Profile Merge Setup > Remote profile check** and resync setup section of Suite8.



This should be set in Central and Partner Hotels.

- Since the Central DB does not run Night audits, a message will be displayed when the Central hotel is started that anonymization is overdue if it has not run on or after the predefined day.



- Central and Partner Hotels will anonymize based on the individual settings in the respective Database.
- When a profile gets anonymized in a Partner Hotel the link to central will be removed and the subscription in Central will be removed.
- In Central the profile will be anonymized only when it no longer subscribed in and Partner hotel.