

Oracle® Hospitality Suite8 Guest De-identification



Release 8.9.6.50,
8.10.2.40, 8.11.0.0 and
higher

F17630-02
May 2020



Oracle Hospitality Suite8 Guest De-identification Release 8.9.6.50, 8.10.2.40, 8.11.0.0 and higher
F17630-02

Copyright © 2002, 2020 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Contents	3
<hr/>	
Preface	1-1
<hr/>	
1 Guest De-identification	1-2
<hr/>	
Introduction	1-2
Feature Availability	1-2
Prerequisites	1-2
2 Configuration	2-1
<hr/>	
User Right to Enable the Feature	2-1
Global Settings	2-1
Sign Database Objects	2-3
Initialization	2-4
Profiles	2-5
3 Guest De-identification in Hotel Connector and CRS Environment	3-1
<hr/>	
Global Setting	3-1
De-identification Process	3-1

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	<ul style="list-style-type: none">• Initial documentation
January 2018	<ul style="list-style-type: none">• Release 8.9.6.50 and 8.10.2.40
February 2018	<ul style="list-style-type: none">• Release 8.12.0.0
August 2018	<ul style="list-style-type: none">• Release 8.13.0.0
March 2019	<ul style="list-style-type: none">• Release 8.14.0.0
July 2019	<ul style="list-style-type: none">• Updated for terminology changes

1 Guest De-identification

Introduction

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

Guest De-identification is a feature to de-identify guest information. The De-identification 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 de-identified, for example: reservations, financial accounts, CCM bookings or activities. Also, values required by certain statistics will not be de-identified. This includes countries and states.

NOTE:

From Version 8.13.0.0 guest De-identification 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 De-identification** 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

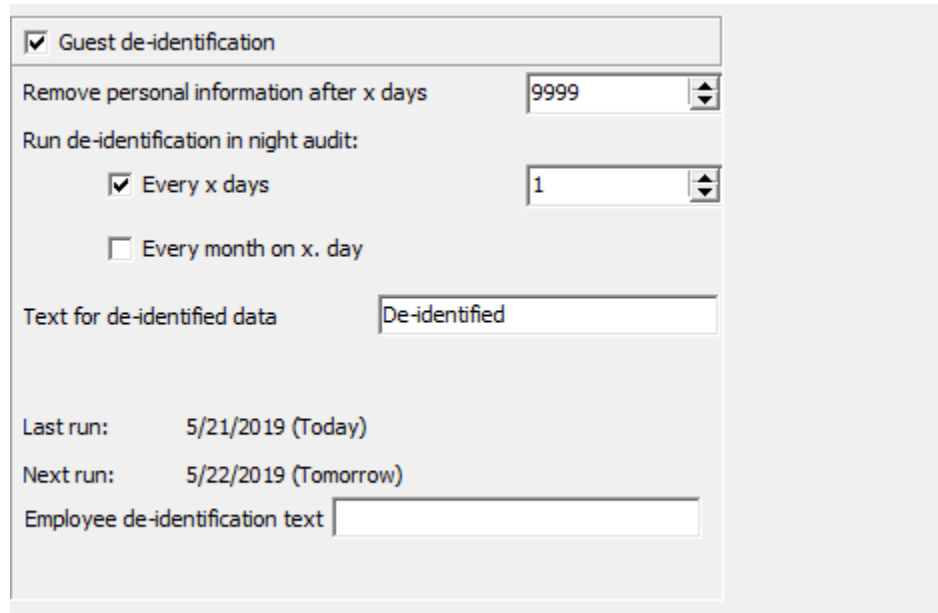
Activate the user rights under **Setup > Configuration > User Rights > Configuration > Global settings** security related to enable the activation of the guest De-identification.

 **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 De-identification under **Setup > Configuration > Global Settings > Profiles > 2 Profiles**.



The screenshot shows a configuration form for 'Guest de-identification'. It includes a checked checkbox for 'Guest de-identification', a dropdown for 'Remove personal information after x days' set to '9999', and a section for 'Run de-identification in night audit:' with 'Every x days' checked and set to '1', and 'Every month on x. day' unchecked. There is a text input field for 'Text for de-identified data' containing 'De-identified'. Below this, it shows 'Last run: 5/21/2019 (Today)' and 'Next run: 5/22/2019 (Tomorrow)'. At the bottom, there is an empty text input field for 'Employee de-identification text'.

Field	Description
Guest De-identification	You can activate the functionality of the feature here. This requires extra user right (see point 3). If user activates this functionality then a new checkbox "Show De-identified Users" appear in the User Definition form within configuration > Users > User Definition. Unless "Show De-identified Users" checkbox is checked, de-identified user won't appear in user definition form.
Remove personal information after x days	Define the number of days how long after the last activity a profile will be de-identified automatically. The minimum period to enter is 30 days.
Run De-identification in night audit:	
Every x days	Activate this option if the automatic De-identification should run in the specified interval.
Every month on x. day	Activate this option if the automatic De-identification 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 de-identified 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 De-identified 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 > De-identify** for those users able to run De-identification. Either manually or automatically during night audit.
3. Restart Suite8 to view the new field **Private Data** in the profile edit screen.

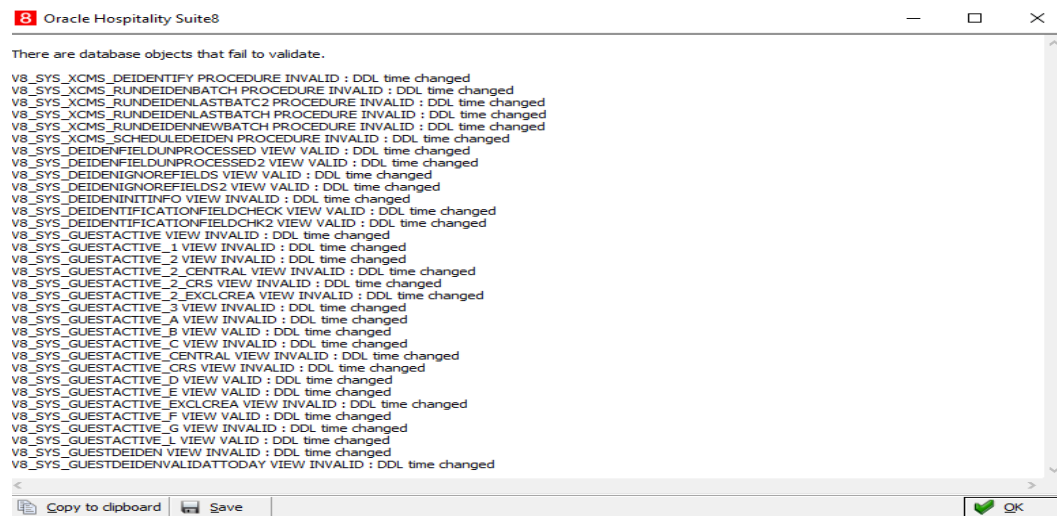
 **NOTE:**

After activating guest De-identification all profiles will be set to the status Normal (see Profiles).

Sign Database Objects

To remain as much flexible as possible, the actual De-identification 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 are compared every time upon starting of Suite8. If any of the items have changed in the database a notification is 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 De-identification** on the upper left hand side.



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:

```

uest Data Hotel Access Component is not installed. 5/21/2019 12:42:05 PM hoteldate: 5/15/2019
elect list of the groups... 5/21/2019 12:42:05 PM hoteldate: 5/15/2019
here are no reservations eligible for Guest Data export. 5/21/2019 12:42:05 PM hoteldate: 5/15/2019
uest Data Export has been finished 5/21/2019 12:42:05 PM hoteldate: 5/15/2019
-----
unning Night Audit reports 5/21/2019 12:42:05 PM hoteldate: 5/15/2019
unning Night Audit reports finished 5/21/2019 12:42:30 PM hoteldate: 5/15/2019
leaning up log entries 5/21/2019 12:42:31 PM hoteldate: 5/15/2019
og entries are cleaned 5/21/2019 12:42:32 PM hoteldate: 5/15/2019
otifying interfaces about na 5/21/2019 12:42:32 PM hoteldate: 5/15/2019
otify interfaces about na finished 5/21/2019 12:42:33 PM hoteldate: 5/15/2019
lobal settings fail validation
lease verify and save these settings on global settings screen:
asswordEnterTries - Maximum number of Password retries per user : Invalid: Secret value is missing 5/21/2019 12:42:33
atabase objects fail validation:
8_SYS_XCMS_DEIDENTIFY PROCEDURE INVALID : DDL time changed
8_SYS_XCMS_RUNEIDENBATCH PROCEDURE INVALID : DDL time changed
8_SYS_XCMS_RUNEIDENLASTBATC2 PROCEDURE INVALID : DDL time changed
8_SYS_XCMS_RUNEIDENLASTBATCH PROCEDURE INVALID : DDL time changed
8_SYS_XCMS_RUNEIDENNEWBATCH PROCEDURE INVALID : DDL time changed
8_SYS_XCMS_SCHEDULEEIDEN PROCEDURE INVALID : DDL time changed
8_SYS_DEIDENFIELDUNPROCESSED VIEW VALID : DDL time changed
8_SYS_DEIDENFIELDUNPROCESSED2 VIEW VALID : DDL time changed
8_SYS_DEIDENIGNOREFIELDS VIEW VALID : DDL time changed
8_SYS_DEIDENIGNOREFIELDS2 VIEW VALID : DDL time changed
8_SYS_DEIDENINITINFO VIEW INVALID : DDL time changed
8_SYS_DEIDENTIFICATIONFIELDCHECK VIEW VALID : DDL time changed
8_SYS_DEIDENTIFICATIONFIELDCHK2 VIEW VALID : DDL time changed
8_SYS_GUESTACTIVE VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_1 VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_2 VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_2_CENTRAL VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_2_CRS VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_2_EXCLCREA VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_3 VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_A VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_B VIEW VALID : DDL time changed
8_SYS_GUESTACTIVE_C VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_CENTRAL VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_CRS VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_D VIEW VALID : DDL time changed
8_SYS_GUESTACTIVE_E VIEW VALID : DDL time changed
8_SYS_GUESTACTIVE_EXCLCREA VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_F VIEW VALID : DDL time changed
8_SYS_GUESTACTIVE_G VIEW INVALID : DDL time changed
8_SYS_GUESTACTIVE_L VIEW VALID : DDL time changed
8_SYS_GUESTDEIDEN VIEW INVALID : DDL time changed
8_SYS_GUESTDEIDENVALIDATTODAY VIEW INVALID : DDL time changed 5/21/2019 12:42:38 PM hoteldate: 5/15/2019
uest de-identification was last performed: Never 5/21/2019 12:42:38 PM hoteldate: 5/15/2019
uest de-identification starts now 5/21/2019 12:42:38 PM hoteldate: 5/15/2019

uest de-identification finished 5/21/2019 12:42:40 PM hoteldate: 5/15/2019
ughtaudit finished successfully. New systemdate is: 5/15/2019 5/21/2019 12:42:40 PM hoteldate: 5/15/2019

```

Initialization

After the activation of the guest De-identification 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 De-identification 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 De-identification Initialization**.

This option checks every individual profile. If the **Private data** option is set to **Normal** and no activity within the defined period is found, the profile is de-identified immediately. If activity is found then the profile is not de-identified but a date for De-identification is set. On this date the profile is checked again. If by that date no new activity has been created the profile is de-identified .

2. The option should also be run after you changed the global setting **Remove Personal Information After X Days**.

NOTE:

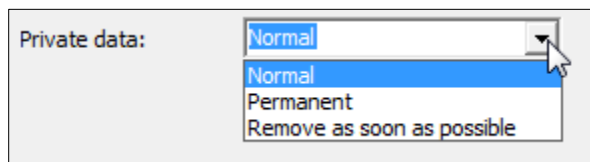
Profiles are not de-identified if they have active reservations, open financial accounts, open city ledger, active activities and CCM bookings etc. Also, values required by certain statistics will not be de-identified . This includes countries and states.

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:



Private data: Normal
 Normal
 Permanent
 Remove as soon as possible

Status	Description
Normal	The guest has not given the consent to store his data. The profile will be de-identified 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 de-identified .

Status	Description
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 de-identified .

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

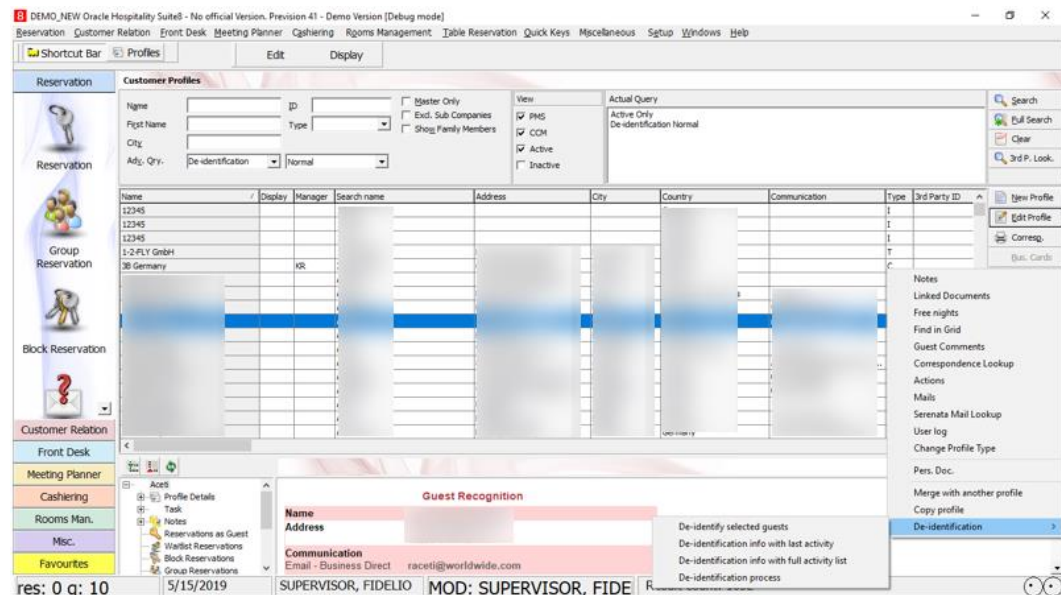
NOTE:

After activating the guest De-identification all profiles will be set to the status Normal. Also, when you create a new profile the default status is Normal

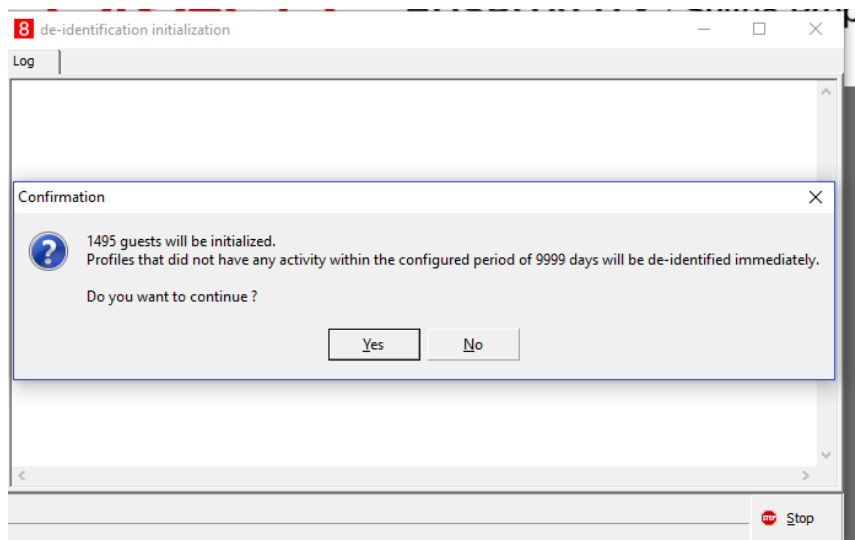
Options

You can de-identify one or more guests on the profile level itself.

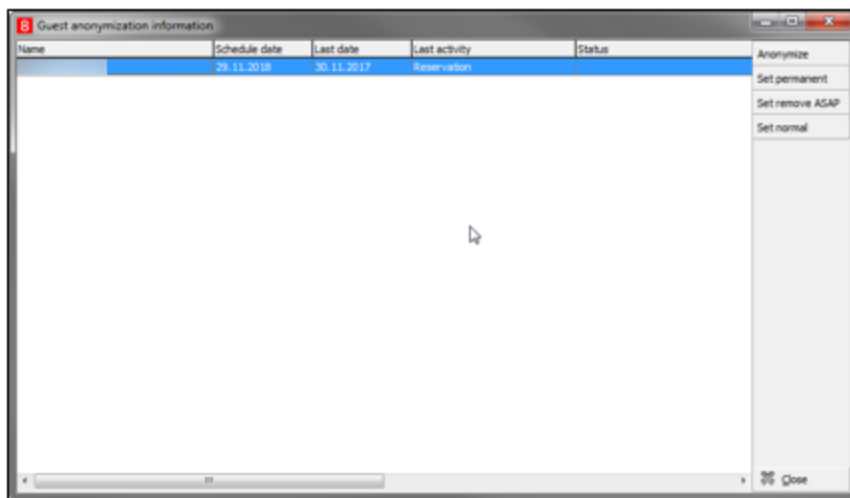
- Select one or more profiles and go to **Options > De-identification** and select one of the following four options:



- De-identify selected guests
 - This will immediately try to de-identify the selected Profile(s). Usually you will use this option when the guest requests the De-identification on site. A status box will be displayed. If you cannot de-identify 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**.



- De-identification info with last activity
 - This shows the last activity which prevents the De-identification. 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 De-identification date.



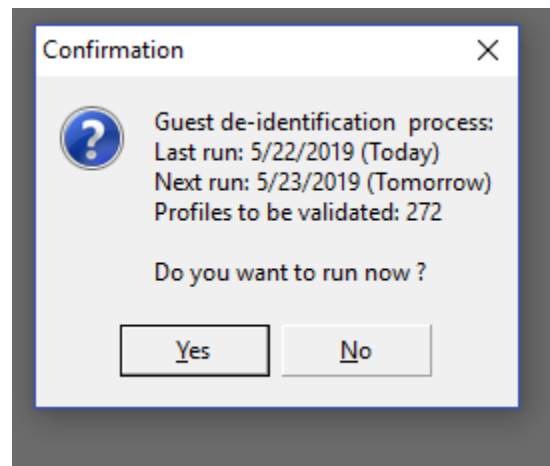
You can initiate the De-identification and run all checks again or set a **Private data** option using the buttons on the right hand side

- De-identification info with full activity list
 - The following image 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
	29.11.2018	30.11.2017	Reservation		Anonymize
	29.11.2018	30.11.2017	Reservation linked guest		Set permanent
	29.11.2018	09.11.2017	Accounts receivable		Set remove ASAP
	29.11.2018	14.09.2015	Activity - Activity link		Set normal
	29.11.2018	14.09.2015	Activity - Reservation		
	29.11.2018	16.08.2015	Table reservation - Table reser...		
	29.11.2018	15.08.2015	Calendar event - Calendar eve...		
	29.11.2018	15.12.2016	Invoice		
	29.11.2018	17.12.2016	Posting		
	29.11.2018	30.11.2017	Sliding window - Reservation		
	29.11.2018	22.10.2014	Created		

- De-identification Process

This will start the global De-identification – 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 De-identification** (NextDe-identificationCheck): Shows the date the profile is next checked for De-identification.

Show De-identified User

In user definition form under **configuration > Users > User Definition**, “Show de-identified users” check box is added. Unless “Show de-identified users” checkbox is checked, it will not show the de-identified users. Visibility of “Show De-identified Users” checkbox depends on the global setting “Guest De-identification”.

user	Date	Type	Name, ID / Room	Text	Workstation
UPERVISOR, FIDELIO	5/27/2019 12:51:00 PM	Application and users		Guest de-identification - Manual	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:44:53 PM	User Details	De-identified	Employee record hash	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:44:53 PM	User Details	De-identified	Changed User Setup	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:44:27 PM	User Details	De-identified	Employee user right hash	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:44:27 PM	User Rights Settings		Assigned Customer ProfilesProfile DetailsDe-identify User Right for Yvonne Valentin	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:44:27 PM	User Rights Settings		Assigned Customer ProfilesProfile DetailsDe-identify_owner User Right for Yvonne Valentin	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:28:02 PM	User Details	De-identified	Employee record hash	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 12:28:02 PM	User Details	De-identified	Changed User Setup	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:38:05 AM	Application and users		Guest de-identification - Night audit	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:34:55 AM	Financial Accounts	De-identified	FA Edited gdp7, test [ID: 9930] by SUPERVISOR, FIDELIO on 5/27/2019 11:34:55 AM.	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:34:55 AM	Financial Accounts	De-identified	FA checked in [ID: 9930] by SUPERVISOR, FIDELIO on 5/27/2019 11:34:55 AM.	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:34:55 AM	Reservation	De-identified, 9928	Reservation status changed from Defrinite to NoShow	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:34:55 AM	Postings	Zpos ID : 414694	[Accommodation/414694] Posting has been transferred, Amount: 50.00, amov_id: 8202 [De-identified/442 -> De-identified/442]	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:34:54 AM	Financial Accounts	De-identified	FA created gdp7, test [ID: 9930] by SUPERVISOR, FIDELIO on 5/27/2019 11:34:54 AM	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:28:18 AM	Financial Accounts	De-identified	FA Edited PM / 9088 [ID: 9929] by SUPERVISOR, FIDELIO on 5/27/2019 11:28:18 AM.	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:28:17 AM	Financial Accounts	De-identified	FA Manual Credit Limit changed PM / 9088 [ID: 9929] by SUPERVISOR, FIDELIO on 5/27/2019 11:28:17 AM	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:28:17 AM	Financial Accounts	De-identified	FA created PM / 9088 [ID: 9929] by SUPERVISOR, FIDELIO on 5/27/2019 11:28:17 AM	RNARE-LAP
UPERVISOR, FIDELIO	5/27/2019 11:26:32 AM	Reservation	De-identified, 9928	Create new reservation	RNARE-LAP

3

Guest De-identification in Hotel Connector and CRS Environment

From version 8.13.0.0, guest De-identification 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 De-identification

Guest de-identification

Remove personal information after x days: 9999

Run de-identification in night audit:

Every x days

Every month on x. day: 31

Text for de-identified data: De-identified

Ask about Central DB de-identification

Last run: Never

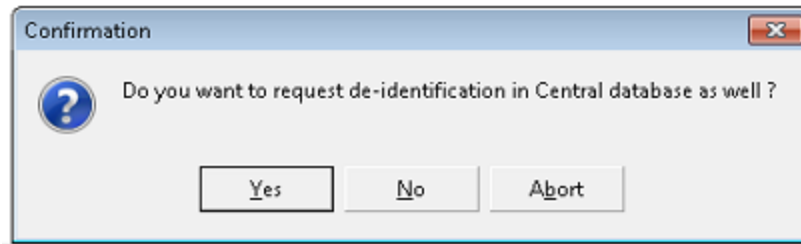
Next run: Never

Employee de-identification text:

Field	Description
Ask about Central DB De-identification	If this is checked, whenever a profile is manually de-identified in the partner hotel, the system will give an option to the user to de-identify the profile in the central DB as well.

De-identification Process

1. When a user manually de-identifies a Profile in the Partner Hotel a question will pop up, if the central profiles should be de-identified as well.



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

2. 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.
3. Since the Central DB does not run Night audits, a message will be displayed when the Central hotel is started that De-identification is overdue if it has not run on or after the predefined day.
 - a. Central and Partner Hotels will de-identify based on the individual settings in the respective Database.
 - b. When a profile gets de-identified in a Partner Hotel the link to central will be removed and the subscription in Central will be removed.
 - c. In Central the profile will be de-identified only when it is no longer subscribed in a Partner hotel.
 - d. When De-identification process is done in central, evaluation will be done to check all future reservations in all partners. If any future reservations exist for the given profile, the profile will NOT be de-identified in central. It will only be set to ‘As soon as possible’. On the next run of the De-identification process in central, it will be evaluated again and de-identified if no future reservations exist for the given profile.