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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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2017</td>
<td>Initial documentation</td>
</tr>
<tr>
<td>January 2018</td>
<td>Release 8.9.6.50 and 8.10.2.40</td>
</tr>
<tr>
<td>February 2018</td>
<td>Release 8.12.0.0</td>
</tr>
<tr>
<td>August 2018</td>
<td>Release 8.13.0.0</td>
</tr>
<tr>
<td>March 2019</td>
<td>Release 8.14.0.0</td>
</tr>
<tr>
<td>July 2019</td>
<td>Updated for terminology changes</td>
</tr>
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</table>
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.

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: | 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.


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.
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign</td>
<td>Select this option to sign the selected object(s).</td>
</tr>
<tr>
<td>Remove</td>
<td>Select this button to remove a signature of an already signed and valid view/procedure.</td>
</tr>
<tr>
<td>View</td>
<td>Shows the view/procedure.</td>
</tr>
<tr>
<td>Compare</td>
<td>Select this option to compare the previously signed to the existing.</td>
</tr>
<tr>
<td>All / None</td>
<td>Select all records or none of the records currently displayed in the grid.</td>
</tr>
<tr>
<td>Revert</td>
<td>Reverts the selected records.</td>
</tr>
<tr>
<td>Checkbox:</td>
<td>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.</td>
</tr>
</tbody>
</table>

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:

```
Guest Data Export has been finished 5/23/2019 12:42:05 PM hostdate: 5/13/2019
```

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:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>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.</td>
</tr>
<tr>
<td>Permanent</td>
<td>The guest has given the consent to store and keep his data. The profile will not be de-identified.</td>
</tr>
<tr>
<td>Remove as soon as possible</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

1. 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.

- **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”.
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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask about Central DB De-identification</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

   1. Central and Partner Hotels will de-identify based on the individual settings in the respective Database.
   2. 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.
   3. In Central the profile will be de-identified only when it is no longer subscribed in a Partner hotel.
   4. 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.