Oracle® Hospitality Suite8

Guest Anonymization

Release 8.9.6.50, 8.10.2.40, 8.11.0.0 and higher

E91872-01

January 2018

ORACLE

Copyright © 2002, 2018, 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 on 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. 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.

Contents

Preface **4**
Audience 4
Customer Support 4
Documentation 4
Revision History 4
1 Guest Anonymization **5**
Introduction 5
Feature Availability 5
Prerequisites 5
2 Configuration **6**
User Right to Enable the Feature 6
Global Settings 6
Sign Database Objects 7
Initialization 8
Profiles 9
Tab More Fields 9
Options 10
Grid 12

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

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.

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

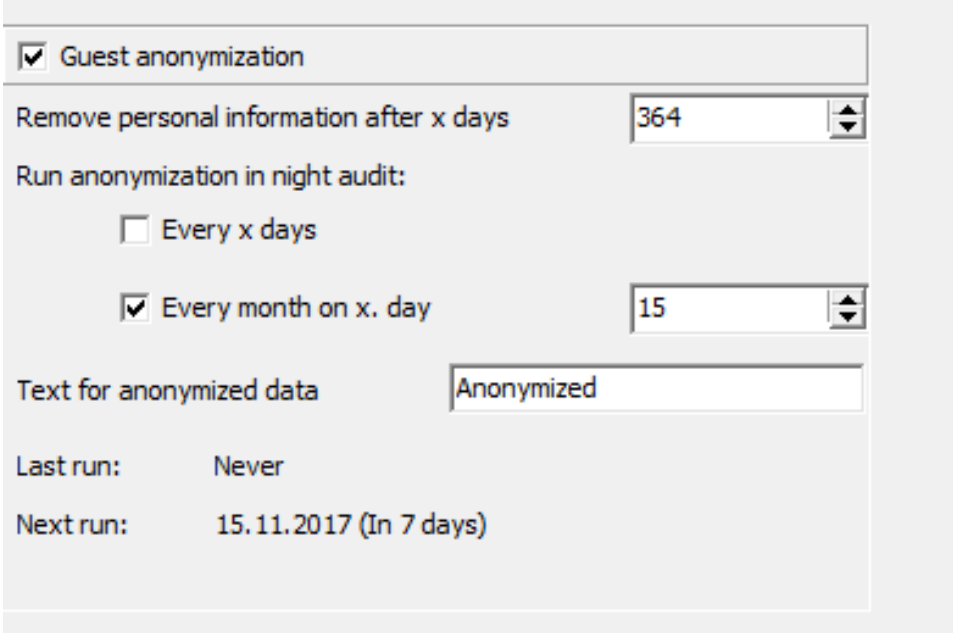
User Right to Enable the Feature

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**.



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.

Field	Description
Last run	Indicates when the automatic procedure was last run.
Next run	Indicates when the automatic procedure will run again based on above configuration.

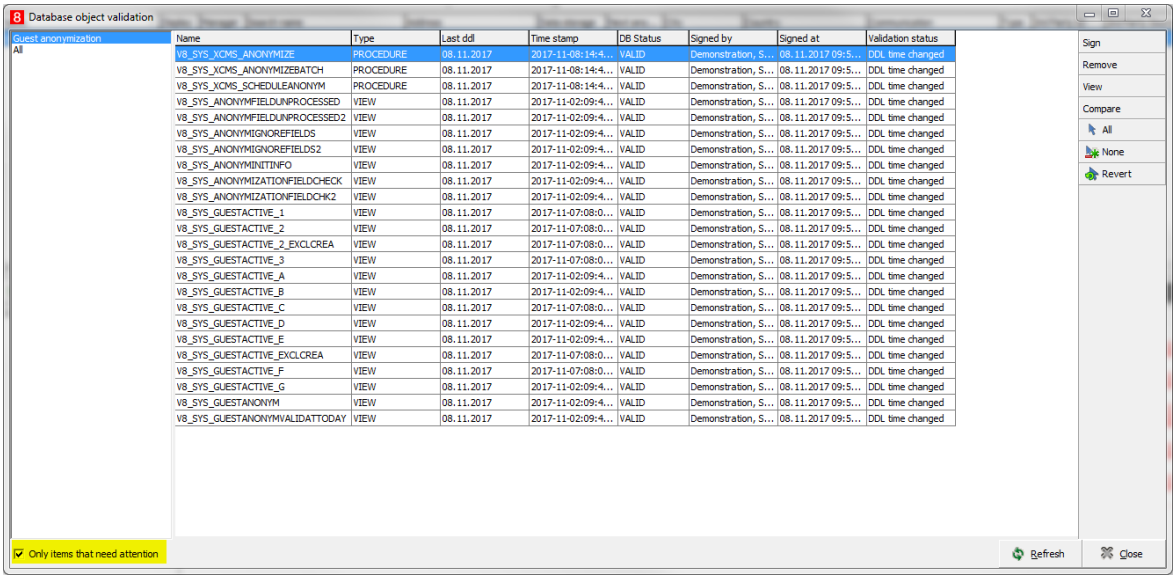
2. Activate the user right **Customer Profiles > Profile Details > Anonymize** for those users able to run anonymization. Either manually or automatically during night audit.
3. Restart Suite8 to view the new field **Private Data** in the profile edit screen.

> **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.

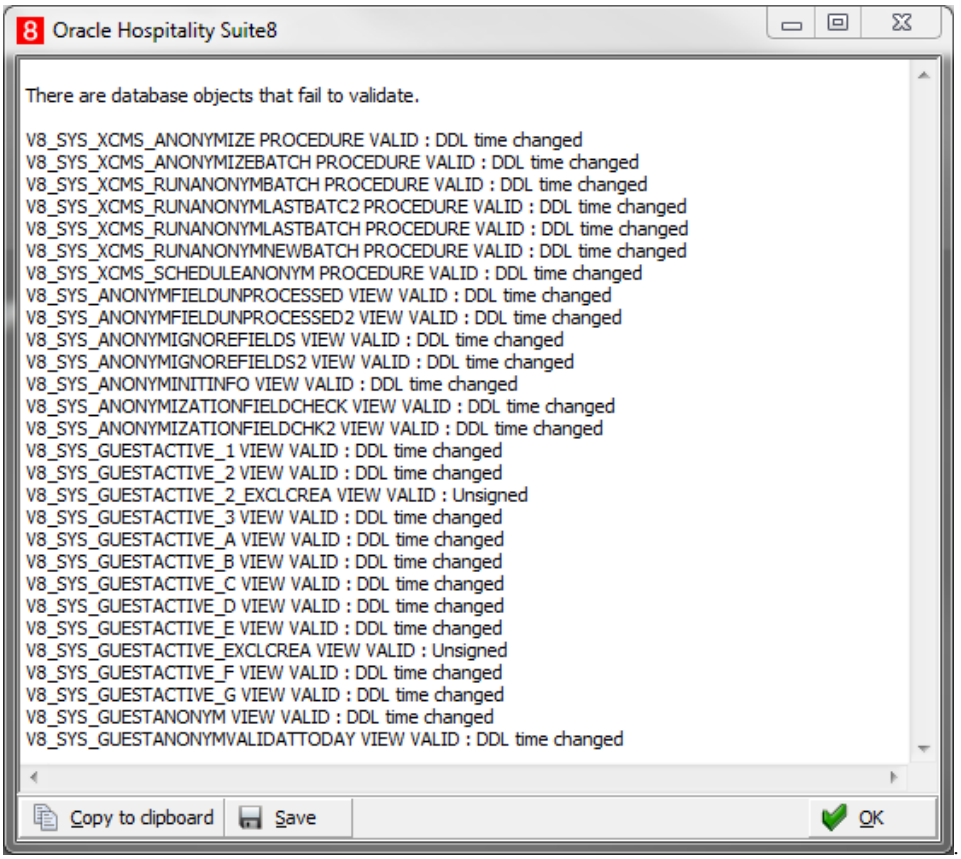


4. In this screen all relevant views, those which are not signed, or those where there is a difference between the signed item and the actual item, are displayed by default.

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.

Button	Description
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**.

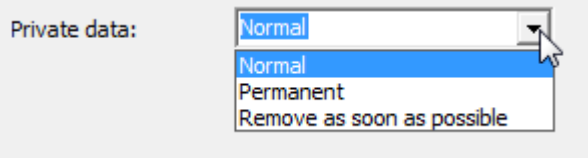
> **Note:** Profiles will not be anonymized if they have active reservations, open financial accounts, open city ledger, active activities and CCM bookings etc. Also, values required by certain statistics will not be anonymized. This includes countries and states.

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.

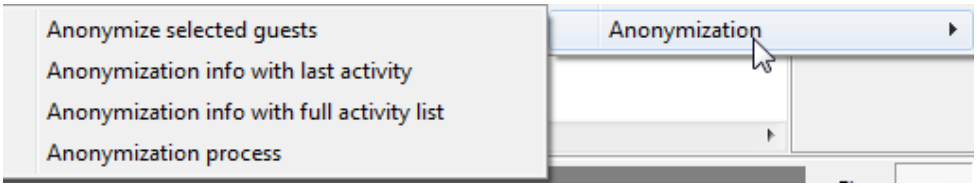
2. If you change this entry, it will be stored in the user log.

> **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

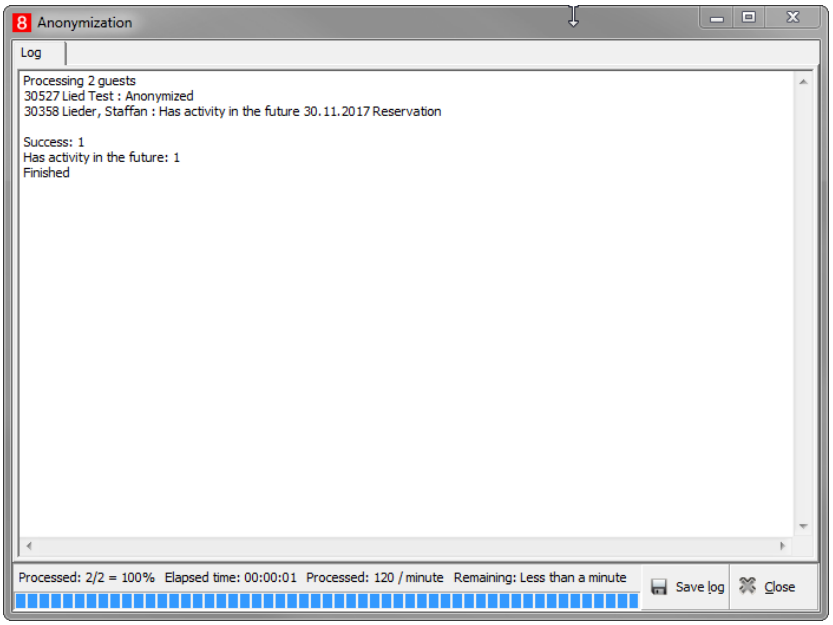
You can anonymize one or more guests on the profile level itself.

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



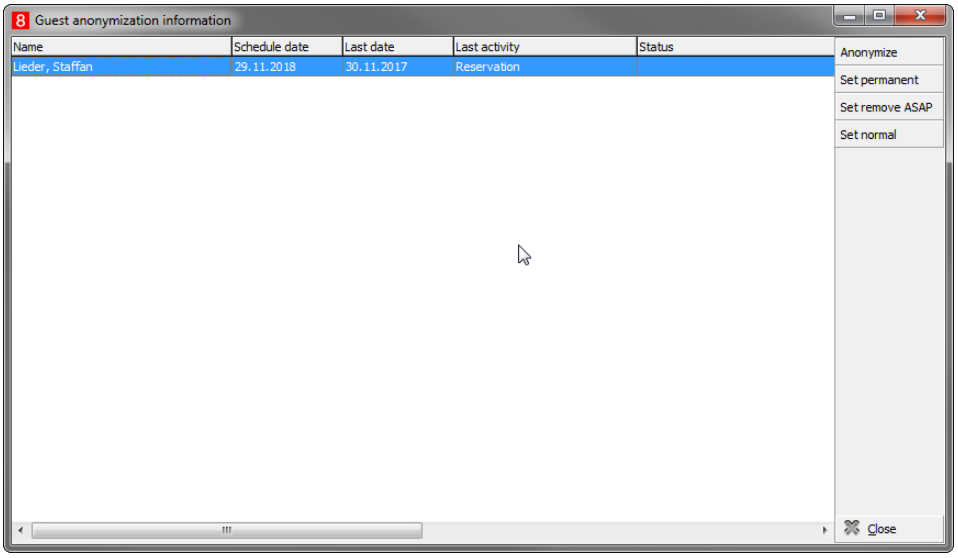
- Anonymize selected guests

  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

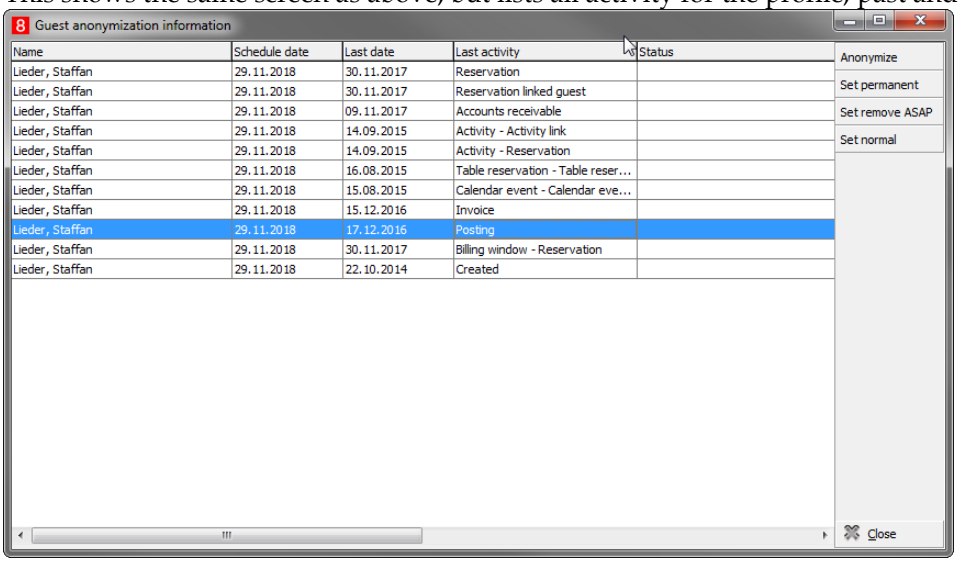
  This shows the last activity which prevents the anonymization. For example: If more than one reservation exist for this profile, only the one with the latest departure date will be displayed here, as this determines the next anonymization date.



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

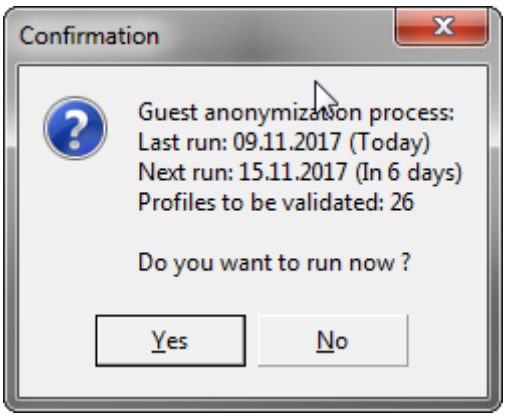
- Anonymization info with full activity list

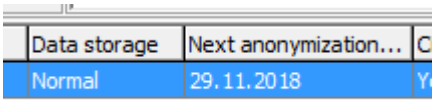
  This shows the same screen as above, but lists all activity for the profile, past and future ones.



- **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.