

MYSPA 3.74 – New in this Version

Implementation of EU Data Protection Regulation

Your customers or guests have the right of information, rectification and erasure of their personal data, stored in MY SPA. You are obliged to inform your guests, in which way their personal data is being used. MY SPA assists you with new functions, which all employees holding the userright level 'Master' or higher, may use:

Export of Collected Data

Your guests have the right of information in form of a copy of the personal data according to Art. 15 (3). If you are asked to provide the collect data, you may do this by exporting the data as CSV data file. We extended the export, so it includes all collected data like stays, treatments, payments and comments. Open the guests profile. In the toolbar you will find the button 'Export Customer Data'.

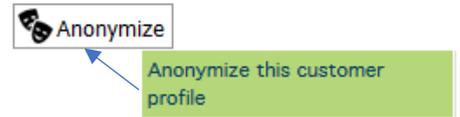
The screenshot displays the MY SPA user profile for 'User "Rusvay, Dagmar"'. The interface includes a navigation bar with buttons for 'Appointments', 'New Booking', 'Scheduler', 'Customers', 'Main Settings', and 'Reporting'. Below the navigation bar, there are buttons for 'Start Search', 'Extended Search', 'New', and 'To be Forgotten'. The profile details are organized into two columns. The left column contains fields for Salutation (Mrs), First Name (Dagmar), Street (null), Country, Phone, Mobile, E-Mail, Birthday (01/31/1963), Group (Thalgo Aktionen), active status (checked), Comment (Wünscht keine Lavendelprodukte), and Username (dry). The right column contains fields for Title, Last Name (Rusvay), ZIP / City (null null), Guest Profile ID (997), Fax, SMS Notification (unchecked), E-Mail Notification (checked), Language (german), Reminder Date, Keep personal data (unchecked), and Last Activity (06/06/2018 (16:23:14)). Below the profile details, there is a section for 'Account Data' with 'Edit' and 'Cancel' buttons. A toolbar contains buttons for 'Print Appointments', 'Upselling', 'Pay', 'CSV Export', 'Print PDF', 'Print Certificate', 'Proof of Performance', and 'Anonymize'. A tooltip points to the 'CSV Export' button with the text 'Export customer data into an excel sheet'. At the bottom, there are expandable sections for 'Stay Data' (von 01.06 bis 08.06, Room Number 110, Reservation Number 4711), 'All Stays', 'Item Sales', and 'Packages'.

Additionally, you may download a PDF file that holds all collected data. Please note, that it will also show all comments, i.a. notes provided by the connected hotel PMS.

If you have a MY SPA Multi-Property installation, according to the regulation all stored data will be exported, also those of other properties.

Anonymizing Personal Data

Your guest have the right to erasure of personal data according to Art. 17 (1). You may anonymize personal data on a persons demand or withdrawal of a former consent. All personal data will be deleted irretrievable, but will be included anonymously in reports and statistics.



Open the customer's profile. In the toolbar below the personal data you will see the button 'Anonymize'. In the function list under the customer data you will find the button 'Anonymisieren'. If you confirm the warning message, the guest's personal data will be deleted irreversibly. Should you have accidentally erased it, most browsers show the former screen view by clicking on the browser's 'one page back' button. There you may see the former entries and insert and store them again.

The screenshot shows the 'my SPA' interface for a customer profile. The profile is titled 'User "986, Anonymous"'. The profile fields are as follows:

Salutation		Title	
First Name	Anonymous	Last Name	986
Street		ZIP / City	
Country		Guest Profile ID	
Phone		Fax	
Mobile		SMS Notification	<input type="checkbox"/>
E-Mail		E-Mail Notification	<input type="checkbox"/>
Birthday		Language	german
Group		Reminder Date	
active	<input type="checkbox"/>	Keep personal data	<input type="checkbox"/>
Comment		Last Activity	06/05/2018 (16:13:29)
Username			
Anonymized	05/28/2018 (15:12:22)		

Below the profile fields, there are buttons for 'Edit' and 'Cancel', and a button for 'Export Customer Data'. There are also expandable sections for 'Account Data', 'Item Sales', and 'Appointment History'.

Afterwards, the guest's profile is emptied besides a number and the date of it's anonymization.

Please note: If MY SPA is connected to your hotelsystem and the guest books a new reservation, his personal data will be sent again and his former profile will be refreshed. Please inform your guest's, that the anonymization does not automatically include the hotel reservation system.

Forgetting Personal Data

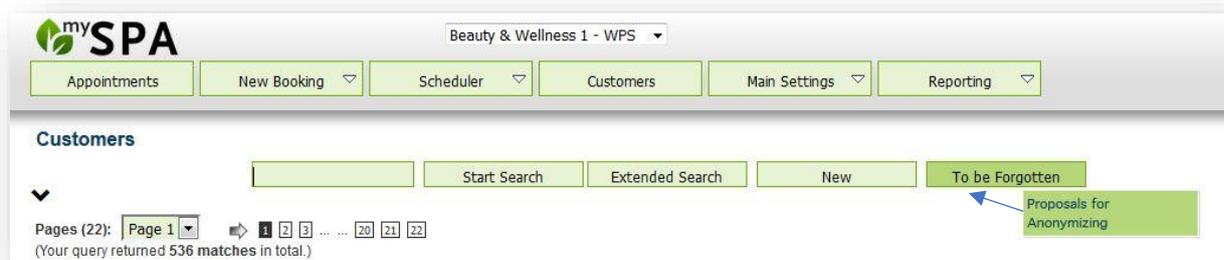
Your guests have the right to be forgotten according to Art 17 (1a). MY SPA offers a function to manage the duration of inactivity, after which the guest profile is presented in a list of proposals for anonymization.

Go to 'Main Settings' – , Shop Data', respectively choose 'all' properties in the Multi-Property version.

Choose a duration of one, two or three years of inactivity, until the guest is added to the list of proposals.

Anonymizing is not done automatically! Open the list of proposals by going to 'Customers' and click on the button 'To be Forgotten':

Shop No. 1	
Name	Beauty & Wellness 1 - WPS
Street	Exp Hotel
Country	Germany
Fax	
Website	
Affiliation	Internal shop
Currency	EUR
UTC timezone	Germany (Europe/Berlin)
Time Units per Hour	12
Days in the Future	365 Days
Available Positions	Employee <input checked="" type="checkbox"/>
Cancel after Payment	<input checked="" type="checkbox"/>
Automatic Scheduling Overview	<input checked="" type="checkbox"/> systems@based-on-it.de
Time to Anonymize	1 year inactive

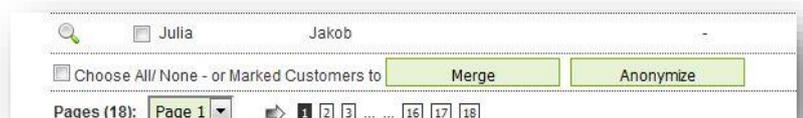


View the list and choose the guest profiles by checking them. At the end of each page, you may select all or none in a single step.

We recommend to do this regularly on a monthly basis.

You may remove guests permanently from this list of proposals, if they have expressly agreed to a permanent storage of their personal data: Open the customer profile and check the option 'Keep personal data'.

If MY SPA is connected to your hotelsystem and the guest returns, his personal data will be transferred to MY SPA and his anonymized profile will be filled again.



Reminder Date	
Keep personal data	<input checked="" type="checkbox"/>
Last Activity	06/06/2018 (11:14:55)

Full Screen Width

MY SPA sizes to the full screen width of the local monitor.

Bugfixes

In the customer profile view and the customer's appointment PDF the display of stays was revised.