

General Data Protection Regulation Policy Change



HotelFeedback, April 26 2018

Make sure you are GDPR compliant

General Data Protection Regulation (GDPR) comes into force on the 24th May 2018. As you would expect, here at HotelFeedback we have taken the proactive step of making the changes one month early so our customers can benefit from having one less GDPR headache to deal with, as well as giving end users the confidence that their data is being looked after.

We have created our Profile Portal, which you can learn more about [here](#), and we've also made some significant changes to our policies to make sure you are fully protected.

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Main updates based on GDPR

One of the key terms to come from GDPR is the idea of “unambiguous consent”. What this means is that when a user agrees to a Privacy Policy, or Terms and Conditions, they are aware of what they are agreeing to, and they have clearly agreed to the principles of what data a company will collect and what they will do with that data. In order to attain this “unambiguous consent” we have made a number of changes to the access journey.

When a customer ticks the consent box on the Wi-Fi login page, they will be presented with a further screen that provides a “Terms Overview”. This screen provides 4 tabs which then break down information on the data that is collected (Your data) and how the data is used for marketing purposes (Marketing).

The Customer is responsible for his data. Has the access to change or delete his data.

Customers data will be erased automatically every 24 months.

Access Journey Start's



Welcome
Login to activate Wi-Fi access

Register by

Full name Country

Your email @

Your room Arrival Nights of stay

I agree to HF Hotel Feedback Ltd [Terms and Conditions](#), [Privacy Policy](#) and [Cookie Policy](#)

The user must Accept Terms based on this additional information.

If the user requires further clarification before accepting, they can look at our revised Privacy Policy, Terms and Condition and Cookie Policy.

Customer's data

WELCOME

Terms Overview

Your data **Marketing** **Cookie Policy** **Privacy Policy**

After you login to our web app, we will email you a link that will allow you to see what data we hold on you and manage your preferences.

We collect personal information when you use our web app, as well as information about the device you use. Only the venue/hotel you are visiting will have access to your data. Our web app is not related to the Wi-Fi access and venue/hotel's internet connection

For more information on the data we collect and how we use it, please see our [Privacy Policy](#).

For more information please see our [Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#).

WELCOME

Terms Overview

Your data **Marketing** **Cookie Policy** **Privacy Policy**

The data you provide to us might be used by the venue you are visiting in order to launch marketing messages and offers to you via email.

After you sign up, we will email you a link that will allow you to update your information, your marketing preferences, as well as to disable any future marketing communication to disable future marketing messages.

For more information please see our [Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#).

Terms Overview

Your data **Marketing** **Cookie Policy** **Privacy Policy**

We use cookies to distinguish to distinguish you from other users, while you navigate in the website.

For more information please see our [Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#).

Terms Overview

Your data **Marketing** **Cookie Policy** **Privacy Policy**

Who may use your data
HF Hotel Feedback Ltd is not using your data. The owner of the hotel/venue might use your data.

Accessing your own data
You can access and amend the data we hold on behalf of our clients (hotel/venue) at any time visiting your Profile Portal.

For more information please see our [Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#).

The user can then Accept Terms based on this additional information and thus provide “unambiguous consent”. If the user requires further clarification before accepting, they can look at our revised Privacy Policy, Terms and Condition and Cookie Policy.

Privacy Policy

Information that we collect

- Submitted information: the information you provide when login, such as social media account or details provided on a form.
- Additional information: the responses to any of the surveys and ratings we send to you.
- Device information: information about the device (mac address)

How we store your data

On behalf of our clients (hotel/venue) data is stored on Azure Microsoft Cloud secure server in accordance with regulations and will be erased every 24 months.

How your data is used

Your data might be used following your approval from our clients (hotel/venue) to communicate with you to offer you relevant goods and services.

Who may use your data

HF Hotel Feedback Ltd is not using your data. The owner of the hotel/venue maybe use your data.

Accessing your own data

You can access and amend the data we hold on behalf of our clients (hotel/venue) at any time visiting your Profile Portal.

Contact Us

If you have any questions about this Privacy Policy, please contact us info@hotelfeedback.gr

<http://hotelfeedback.gr/privacy-policy/>

Terms of Use

End User License Agreement

Important notice

This end-user license agreement (EULA) and the Privacy Policy (Privacy Policy) (together the Terms and Conditions) constitute the legal agreement between you (You or Your) and HF Hotel Feedback Ltd (We, Us or Our)) relating to the provision by Us to You of a web app service (the Service) to be used by You at any venue/hotel where the Service is available. Please read this EULA and the Privacy Policy carefully. If You do not accept the Terms and Conditions We will not permit access to the Service and the joining process will immediately terminate. By joining and using the Service You agree to be legally bound by the Terms and Conditions.

Agreed terms

Acknowledgements and consents

You acknowledge that the Terms and Conditions (as may be amended from time to time) apply to the use of the Service (including any future updates to it) by You. You acknowledge and accept that We may change the Terms and Conditions at any time. All changes (if any) will be communicated to You through a link on the log-in page for the Service. You will be required to read and accept any such changes to continue using the Service. You must have obtained the permission of the owner of any computer, tablet, mobile telephone, smartphone or other electronic devices (Device) which You use to access the Service (and which is not owned by You) to use the Service. By accepting the Terms and Conditions You accept responsibility for the use of the Service on any Device whether or not you own it. You acknowledge and agree that internet transmissions are never completely private or secure and that any information which You send by using the Service may be read or intercepted by another party even if there is a special notice that a particular transmission is encrypted. You consent to Us collecting and using technical information about Your Device (and any related software, hardware and peripherals) to evaluate, improve or refine the Service in accordance with the Privacy Policy. You acknowledge that the internet connection and access are separate from the Service and that websites accessed by You are not under the control of Us and that We are not responsible for and do not endorse their content or privacy policies (if any). You acknowledge and agree that all intellectual property rights in the Service (and its underlying technology) belong to Us (or Our licensors) and that You have no rights in or to the Service other than the non-exclusive and non-transferrable right to use it in accordance with the Terms and Conditions.

Provision of the Service

In consideration of You accepting the Terms and Conditions, We agree to provide the Service to You until such time as We cease provision of the Service to You. You may stop using and We may stop providing the Service at any time.

Limitations and exclusions

The Service is provided to You on an 'as is' and 'as available' basis and therefore all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Terms and Conditions. We shall not be liable to You for any losses (whether direct, indirect or consequential) caused by failures, errors, delays or interruptions of, in or to the Service. We shall have no liability to You if any third party gains access to Your connection to the Service or Your Device or destroys or damages any data or information held by You or information about You which is held by Us.

General

The Terms and Conditions constitute the entire agreement between You and Us as to the provision of the Service and they (and any dispute or claims arising from them) are irrespective of the location from which the Service is accessed, governed by and shall be construed in accordance with the laws of Republic of Cyprus with the Cypriot courts having exclusive jurisdiction to settle any dispute or claim arising out of or in connection with them. Any notice to be given by Us to You may be given by post or email to any postal or email address given by You. Any notice to be given by You to Us may be given by post to 25 Dimosthenis Severis 1080 Nicosia Cyprus or by email to info@hotelfeedback.gr.

<http://hotelfeedback.gr/terms-of-use/>

Cookie Policy

We use cookies for functional purposes; to distinguish you as a user while you navigate in the website.

<http://hotelfeedback.gr/cookie-policy/>

Enable GDPR in your account

You can enable today the GDPR in your account by accessing in <http://app.hotelfeedback.gr> go to hotel settings → general settings → tick the box → and SAVE

Enable GDPR

This option enables features in the welcome form that make the guest registration to be GDPR compliant