



RAMADA®

BRUSSELS WOLUWE

DISCLAIMER & General Data Protection Regulations:

The RAMADA Brussels Woluwe ensures the full use of all GDPR agreements and regulations according to the full 88 pages of the GDPR text (https://ec.europa.eu/info/law/law-topic/data-protection_en) by the EU institutes.

The processing of personal data will be collected within explicit legitimate purpose. No encrypted data will be used for any unagreed function.

Actions

Our operational PMS software system from the company Silverbyte has taken a number of steps to meet to regulations:

- ° Full encryption of the database, which includes personal information of the hotel's guests. We as hotel protects the server and data against hacking, attack, or use in violation of the purposes for which the information was collected or safeguarded by external or internal persons.
- ° Documentation in the database of any activities performed on the database as part of support and upgrades.
- ° Reduction of possible necessary information stored in the log files that record guest activities. These files are deleted regularly.

° Increased security of the connection of PMS products to the hotel's database.

° All hotel staff members and all Silverbyte support personnel are signed on a confidentiality agreement that includes protection of guests' details in the hotels as well as on keeping the hotels information discreet.

° Agreement to share personal information - On the registration card all guests will be invited to share the private information they want only for the hotel's needs and consent to processing of the information.

° A new created software Optima Guest Data Protection (OGDP) was created within the specific purpose of the GDPR regulations, which allows to issue this report to the guest. The access to this program is limited to specific one user – the DPO officer at reservation@ramadabrusselswoluwe (Christophe Wuyts) - authorized to issue such reports.

report displays information such as: email address, mobile number, home address, personal preferences given by the guest, past and future reservations including dates and rates, loyalty program number and information, list of third party companies whose guest details were sent to them and for how long the guest information is saved. The guests have the right to data mobility so that the personal information can be exported to an XML file and sent to the guests, by certified users. Generating the report and saving the information as a file are recorded in a log, so the owner can view at any time who accessed the information and when.

° The new regulations grant guests the right to be forgotten, so that all the guest's personal information in Optima is deleted including email address, mobile number, home address, personal preferences given by the guest, past and future reservations including dates and rates, loyalty program number and information. Note that the guest's name will remain on the reservations with no additional guest profile data. If the guest is a member of a loyalty club, all information relevant to the club such as points accumulated, used and points balance will be deleted.

Once deleted this information cannot be restored!

All information, request or suggestion can be provided by/to our DPO officer at reservation@ramadabrusselswoluwe (Christophe Wuyts).

RAMADA BRUSSELS Woluwe

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