



## CORPORATE POLICIES & PROCEDURES

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### Policy: CONFIDENTIALITY OF GUEST INFORMATION

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#### Policy Statement

It is the policy of Amari that all Team Members strictly enforces measures to protect the confidentiality of guests.

#### Purpose

The purpose is to establish privacy guidelines for all team members to follow as well as to protect guests from fraudulent use of their personal information such as identity theft by a third party.

#### Procedure

##### **A. Guest Name & Room Number**

- The room number of a registered guest must never be communicated orally. When checking-in the room number is to be pointed out to the guest.
- The guests' name must never be written on the card holder.
- Items that contain the guest's and/or room number such as the internet login slip must be provided separately from the keycard and must be larger than the keycard envelope so as to discourage guest placing them together.
- Guest must be verbally advised during check-in to keep the key and internet login slip separate for security.
- The room number of an in-house guest can under no circumstances be disclosed to a person who is not registered in the same room.

##### **B. Protecting Financial Data**

- Credit card numbers including the CVV/CVC as well as the associated guest name must be encrypted and password protected.
- All credit card transactions including but not limited to payments, deposits or authorization must be conducted in a secure manner.
- Any transfer to such information between systems must be encrypted and secure.

##### **C. Request for Guest Information**

- A government official requesting information on a guest must produce an official signed letter ordering the hotel to release the requested guest details.
- The GM, or if unavailable a designated Senior Executive, must be immediately notified of the request.
- Guest may also request information on personal data maintained by the hotel.
- Confidential Information and data on guest must never be sold to a third party.



#### **D. Incognito Status**

- A guest can request to have his identity concealed, in which case the “Incognito” option will be selected in Opera. This indicates to all Team Members that calls may not be forwarded to his room and that the hotel will deny any records of the guest staying in the property.
- A guest who wishes to have his calls screened must be contacted by a Team Member to confirm that he is willing to accept a call before forwarding it to his room (does not apply to pre-approved callers identified by the guest).
- Guests have the right to erasure of personal data at any time. If a guest requests for their records to be expunged from the system then the hotel must comply and show proof of the action.