



5 Tips

To comply with Child Data Use Policy

Only reservations of over 18 years old will be accepted



No one under the age of 18 can sign up for the NH Rewards program

Minors under the age of 18 must be accompanied by their parents, teachers or other duly authorized adults

How to check?

- ID card of the father/mother and of the minor who can establish the family relationship.
- Express authorization from the parents to the tutor (teacher or similar) accompanying the minor.
- Any other document required by local law, if that is more restrictive.



Only the following data will be collected:

- Name and surname
- Birthdate
- And other that require applicable laws



Each country establishes the mandatory minimum age to inform the police of the customer's data who stay in NH hotels (in some countries even minors' information)

Find the Policy in the BUSINESS PROCESSES section on our NH Digital Knowledge Workplace (INTERNAL_CONTROL > RISKS MANAGEMENT > POLICY)



Check-in

Child identification process



The data of the minors can only be used to Provide accommodation services, it should never be used to send commercial communications.

ASK FOR IDENTIFICATION



POLICE RECORD MANDATORY?

YES



CREATE GUEST PROFILE IN SAP CRM

SET PARTY ID
IN THE RESERVATION

NO



REGISTER DATA IN TMS

SET NAME, SURNAME AND BIRTHDATE
IN THE RESERVATION



Mandatory to inform in the "Additional data" button



POLICE RECORD



AUTHORIZATION FORM
USE MINOR DATA



AUTHORIZATION FORM
USE MINOR DATA



TO BE SIGNED BY THE PARENT
or the guardian of the minor
accompanying him/her



RETENTION PERIOD AND FILE

- **SAP:** Once the services have been provided, the data of minors in SAP will be blocked and retained according to the retention policy.
- **AUTHORIZATION FORM:** After the limitation periods for actions or legal liabilities, the data of those under age <18 years will be eliminated.
- **POLICE RECORD:** These data will be kept for the time established in the specific standard. It can only be consulted when required by a competent authority to process the query request. Once the legal term has expired, it will be canceled and destroyed.