

# GDPR FRONT DESK IMPACT TMS4HOTELS REGISTRATION FORM USER GUIDE

Business Processes - Operations  
April 2024

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## Have you seen the GDPR Knowledge Pill?

It will help you understand the new process. Click on the image to watch the video in the **Digital Knowledge Portal** (use your employee portal username and password!).



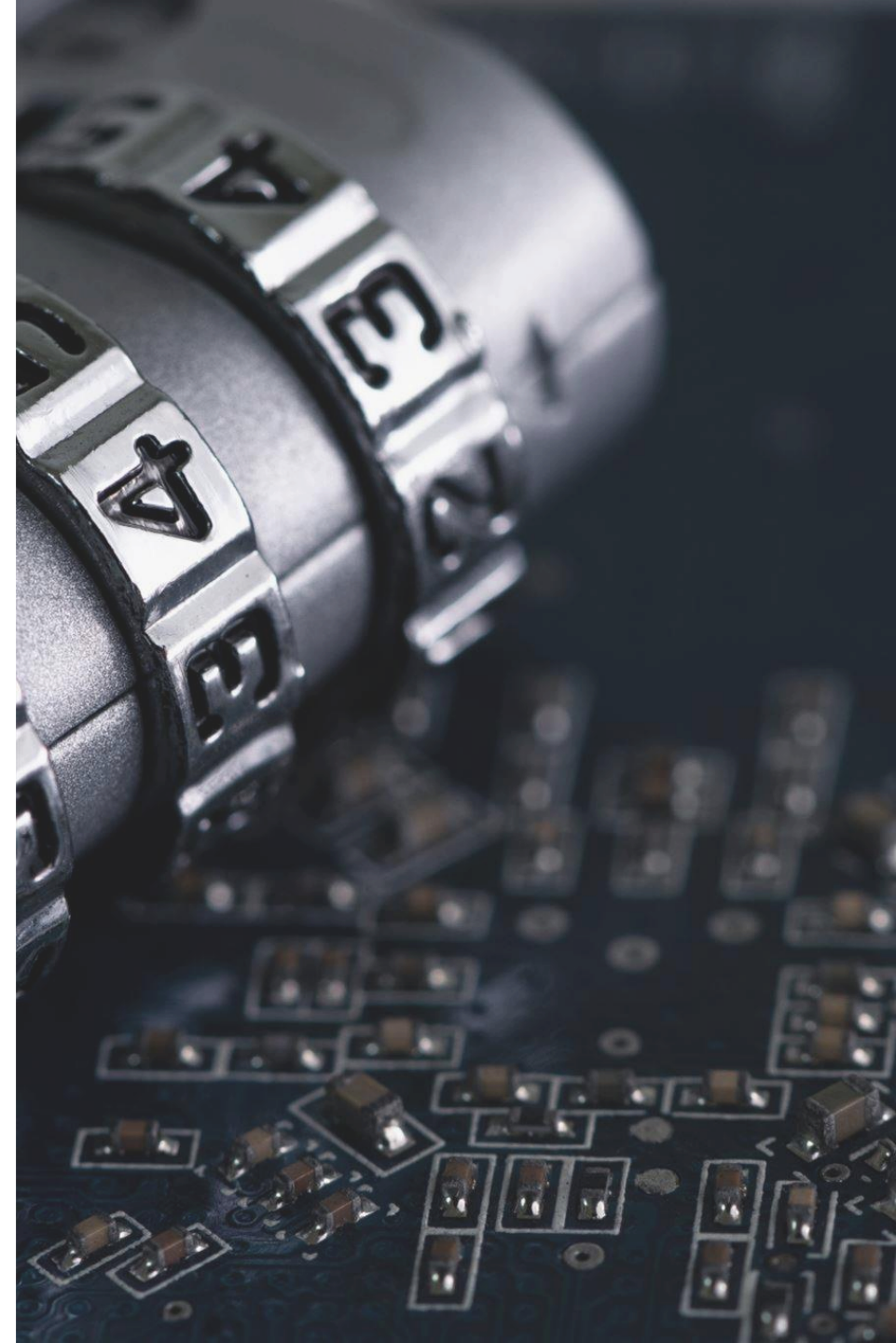


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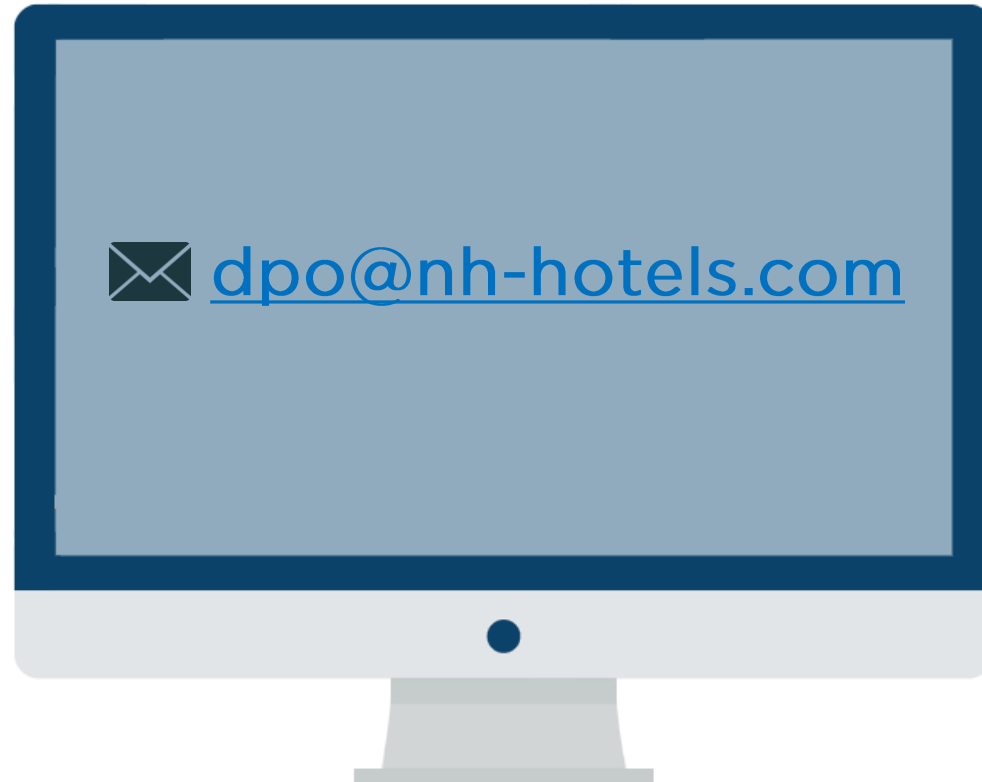
MINOR  
HOTELS

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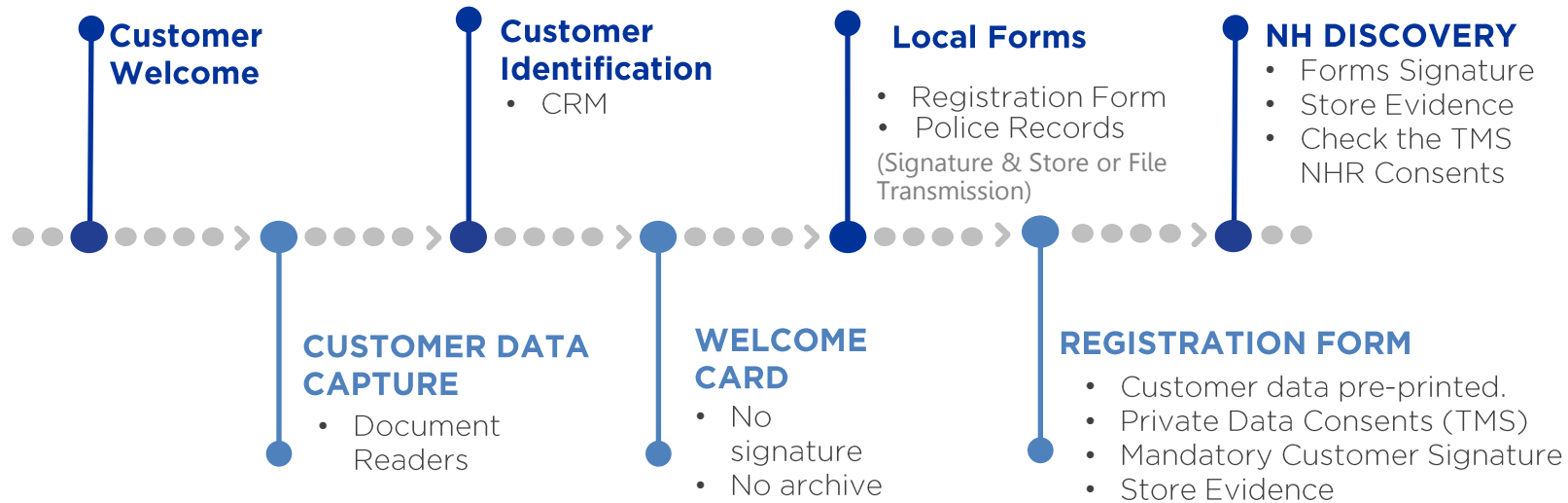


# GDPR Doubts

Data Protection Officer (DPO) is the main figure in Minor Hotels Europe & Americas regarding Data Privacy, so please do not hesitate to send her/him your questions or doubts.



# Check In Process after GDPR (25th May 2018)

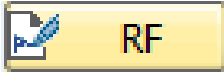


**Welcome Card:** Keyholder. **NO SIGNATURE. NO ARCHIVE.**

**Police Records (Only local laws):** no changes. **SIGNATURE. STORE.**

**Registration Form:** Personal Data + Booking data + Commercial communications consent clauses (voluntary fields) + Basic information on Data Protection. **MANDATORY SIGNATURE** as acceptance reservation conditions. **STORE** as evidence of the consents.

# New Registration Form Template



**REGISTRATION FORM**  
Registration Form ID: 0300000043

NH Cornellà  
AVDA. CAN CORTS 11-13  
08940 - BARCELONA - Spain

**INFORMACIÓN PERSONAL / PERSONAL INFORMATION**

NOMBRE / NAME MARIA TRINIDAD  
APELLIDOS / SURNAME GOMEZ FERNANDEZ  
DIRECCIÓN / STREET [REDACTED]  
CIUDAD / CITY [REDACTED]  
CÓDIGO POSTAL / POSTAL CODE [REDACTED]  
PAÍS / COUNTRY España  
FECHA NACIMIENTO / DATE OF BIRTH [REDACTED] GÉNERO\* / GENDER\* ☐ M ☐ F  
NACIONALIDAD / NATIONALITY [REDACTED]  
NÚMERO DOCUMENTO / DOCUMENT NUMBER [REDACTED]  
FECHA EXPEDICIÓN / ISSUE DATE [REDACTED]  
IDIOMA\* / LANGUAGE\* Español  
E-MAIL\* / E-MAIL\* [REDACTED]

- ☐ Registration Form will include all the customer information in CRM, except the E-MAIL field that always will be blank.
- ☐ If the customer registers a new Email address or any personal data update (different than the registered in CRM), it must be updated in CRM file.

**INFORMACIÓN DE LA RESERVA / BOOKING INFORMATION**

Nº HABITACIÓN / ROOM Nº RÉGIMEN / MEAL PLAN BB  
FECHA CHECK IN / CHECK IN DATE 24.05.2018  
FECHA CHECK OUT / CHECK OUT DATE 24.05.2018

- ☐ Registration Form shows Booking information.

*\* Información voluntaria / \* Volunteer information*

Antes de firmar el presente formulario de registro, le informamos que debe leer la información básica sobre protección de datos vinculada al servicio de alojamiento que se presenta en el reverso del presente formulario.

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

SI ( ) NO ( ) -Consiento el envío por cualquier medio, incluyendo los medios electrónicos, de comunicaciones comerciales personalizadas por parte de NH HOTEL GROUP, S.A., así como las empresas integradas en la cadena NH, sociedades que puede consultar a través del siguiente enlace <https://www.nh-hotels.com/nh-hotel-group-companies>, siempre para mejorar su experiencia y mantenerle informado en relación con la gestión de servicios hoteleros, de organización de eventos y restauración.  
SI ( ) NO ( ) -Consiento el envío de comunicaciones comerciales personalizadas relacionadas con los servicios de Partners del Grupo NH por parte de NH HOTEL GROUP, S.A.

YES ( ) NO ( ) -I consent to receive personalised marketing communications by any means, including electronic, from NH HOTEL GROUP, S.A. and companies integrated in the NH Hotel Group chains, which can be viewed at <https://www.nh-hotels.com/nh-hotel-group-companies>, to improve your experience and be informed about hotel services, leisure, culture, event organisation and restaurants.  
YES ( ) NO ( ) -I consent to receive personalised marketing communications about services from NH Group Partners, on behalf of NH Hotel Group, S.A.

- ☐ Registration Form will show Commercial communications consent clauses.
- ☐ It is voluntary to fill out these fields.
- ☐ The Registration Form Signature is mandatory regarding the acceptance of booking conditions.

FIRMA HUÉSPED / GUEST SIGNATURE \_\_\_\_\_

# GDPR - TMS4Hotels Check In General Process

TMSforHotels -> FRONT-OFFICE -> Check-in -> Check-in (/CCSHT/RS\_CHE\_HU\_NEW)

ESMA.MALAG. Check In. - GOMEZ FERNANDEZ, MARIA TRINIDAD

ESMA.MALAG NH Málaga \*\*\*\*

Reservation 33854512 Client: 1000 GUEST, DIRECT Amount 371

Arrival: 20.10.2017 Friday RoomType: Standard Double Show Subtypes Meal Plan BB  
Nights: 2 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:  
Depart.: 22.10.2017 Sunday Room 109 No move Last service: BKFS

General Data \*Billing Information Additional data \*Statistics Deposits Guarantees Routing charges Fixed charges Actions Loaned items Notices for Reception Messages

Contact person: TEST Phone: 55555555 E-Mail: NO E-MAIL Voucher: Reservation type Registrat. date: 19.05.2017 Language: ES Spanish CUT-OFF date

Remarks Main Main remarks only 250 characters

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Re
1	4984270	GOMEZ FERNANDEZ, MARIA TR.	NH_EMPLOYEE				BB	Adult		Female			20.10.2017	22.10.2017	
2	193317	JIMENEZ ENCINAS, MARINO	NH_EMPLOYEE				BB	Adult		Male			20.10.2017	22.10.2017	

## Check In Steps in TMS impacted by the GDPR

1. Save the reservation and print the Welcome card (and Police statements if applicable).

Welcome Card and Police Records are printed by the same paper trays, as printed so far.


# GDPR - TMS4Hotels Check In General Process


TMSforHotels -> FRONT-OFFICE -> Check-in -> Check-in (/CCSHT/RS\_CHE\_HU\_NEW)

2. Print the Registration Form for each guest by clicking the new icon.





By default, this form has been configured to be printed by the same paper tray as Welcome Card, each Hotel can decide which tray to use, (you can change tray and / or printer by JIRA) it is possible to print with the tray of the invoice template, with basic information of Data Protection on the back page.

 ☐ YES ☒ NO ☐ I would like to receive special offers and promotions from Minor Group\*as joint data controller by electronic means, of its activities and entities included in the Group [minorhotels.com/en/companies](https://www.minorhotels.com/en/companies). I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>

 ☐ YES ☒ NO ☐ I would like to receive special offers and promotions from Minor Group\*as joint data controller by electronic means, of partners activities [minorhotels.com/en/partnerships](https://www.minorhotels.com/en/partnerships). I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

- Customer is not obliged to respond check boxes of commercial communications consents.
- Logical impression of the responses of the commercial communications consent clauses:
  - YES (X): Will not be printed again unless e-mail field of CRM file is not filled out.
  - NO (X): Will be printed in future stays of the guest.
  - YES ( ) NO ( ): **If the guest leaves the empty boxes, it is not necessary to inform them in GDPR** so will be printed in future stays.

3. Include private data consents registered in the RF in TMS by clicking the new icon.

Question		Yes	No
7.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its		<input type="checkbox"/>	<input type="checkbox"/>
8.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of		<input type="checkbox"/>	<input type="checkbox"/>

Hotels should not process customers requests for cancellation of communications, who wish to stop receiving communications through boxes 1 and 2. In those cases, you must indicate to customer that they request it by e-mail to [dataprotection@minor.com](mailto:dataprotection@minor.com)



# Reprint New Registration Form Template

TMSforHotels -> FRONT-OFFICE -> Information systems -> Registration Form Printing (ZEY\_REGISTRATIONFORM)

## Registration Form

ESMD.EUROB NH Collection Eurobuilding COLLECTION

Arrival Date

to

Room Number

to

Client

to

Reservation

to

☐ Pending to Check-In

☐ Show all the reservations

“Arrival Date” is a mandatory parameter to run the report.

## Registration Form - Located reservations

Print Registration Form

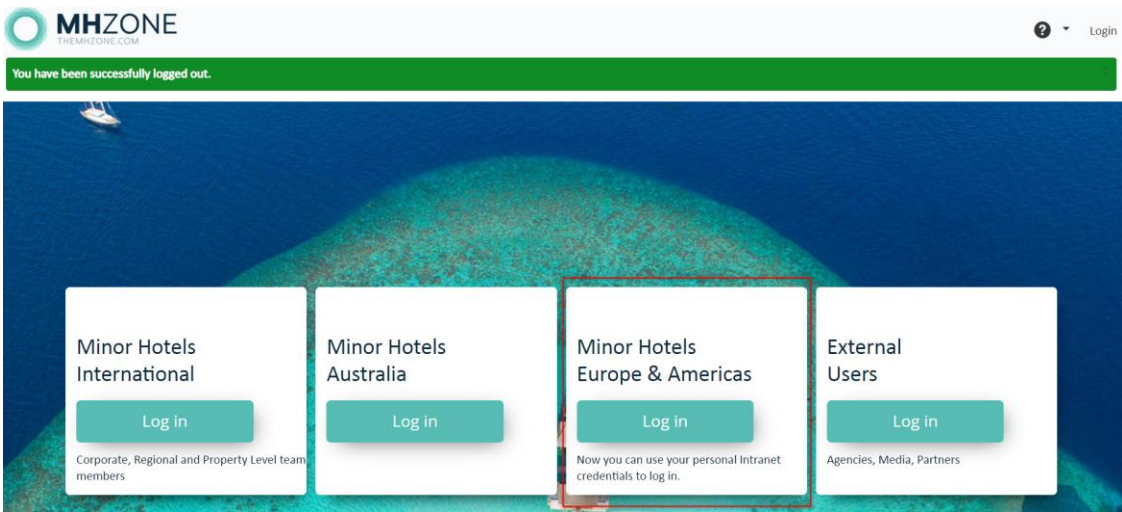
Print Template

Registration F...	Reservation	Guest ID	Guest Name	Arrival Date	Departure Date	Room	Client ID	Main Client
<a href="#">0940000023</a>	<a href="#">52659898</a>	<a href="#">54909639</a>						
<a href="#">0940000022</a>	<a href="#">52147988</a>	<a href="#">54908388</a>						
<a href="#">0940000021</a>	<a href="#">52147988</a>	<a href="#">54908387</a>						
	<a href="#">52659898</a>			25.05.2018	27.05.2018	1554	1003	REWARDS, NH

Once on the results screen click on the “Print Registration Form” button to reprint the Registration Form.  
Click “Print Template” to print Registration Form template.

# New NH DISCOVERY TEMPLATE

- These documents are available in the Brand Center in different languages (you can use your personal employee portal credentials to log in).
- Print, "in house printing" form until you receive printer material.
- These forms are generic for all hotels.
- All fields are mandatory.



**nh | DISCOVERY**

ULTIMATE LOYALTY PROGRAMME

Our new generous and rewarding loyalty programme, from Day One.  
NH DISCOVERY loyalty programme is a part of GHA DISCOVERY, a global collection of brands with over 800 hotels and resorts in more than 100 countries. Join today to unlock your first rewards!

Write in CAPITAL LETTERS

Email	
Name	
Surname	
Telephone	
City	
Postal Code	
Country	
Language*	

\*Language preference for email and print communications where available. English is the standard programme language.

Before signing this form, you must read the basic information on data protection linked to the NH DISCOVERY programme which is on the reverse side of this document.

☐ By submitting this form I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to [dataprotection@nh-hotels.com](mailto:dataprotection@nh-hotels.com)

SIGNATURE (OF CUSTOMER)



# New NH DISCOVERY TEMPLATE

NH DISCOVERY new members, to belong to the program, must complete and sign the new form. Enroll in the NH DISCOVERY programme, entails acceptance to receive information about programme, so it is VERY IMPORTANT to keep this form signed by the client, it is the sample of evidence in order potential future claims. E-mail is mandatory to register in the program.

These consents are included in clauses 3 and 4 of TMS (these will only be shown when customer is a NH DISCOVERY member) and are completely independent of clauses 7 and 8 (general for all customers).

Clicking new button  , we can update information of CRM customer file


Regarding commercial communication consents, filling clause 3 with a YES, it auto completes clause 4.

Question		Yes	No
3.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, of my points balance and		<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, services offered by our NH		<input checked="" type="checkbox"/>	<input type="checkbox"/>



Hotels must not process requests guest for cancellation of communications from NH DISCOVERY through boxes 3 and 4; in these cases, guest must be directed to the mail [unsubscribehdiscovery@nh-hotels.com](mailto:unsubscribehdiscovery@nh-hotels.com)

# NH REWARDS MEMBERS BEFORE 25<sup>th</sup> MAY 18



NH Rewards members registered in programme before 25th May 2018, who do not have the "Allow mailing" box or valid e-mail in CRM.

Nationality INE	Cataluña	Father's Name	DANIEL	 Allows mailing
Place of birth	BARCELONA	Mother's Name	GUILLERMINA	
Province of birth	BARCELONA	Veh Registr. No.		

The customer must fill out and sign the New NH DISCOVERY Template. As in a previous point, we must update information of CRM customer file regarding commercial communications consents, filling clause 3 with a YES, it autocompletes clause 4.

Question		Yes	No
7.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its		<input type="checkbox"/>	<input type="checkbox"/>
8.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of		<input type="checkbox"/>	<input type="checkbox"/>

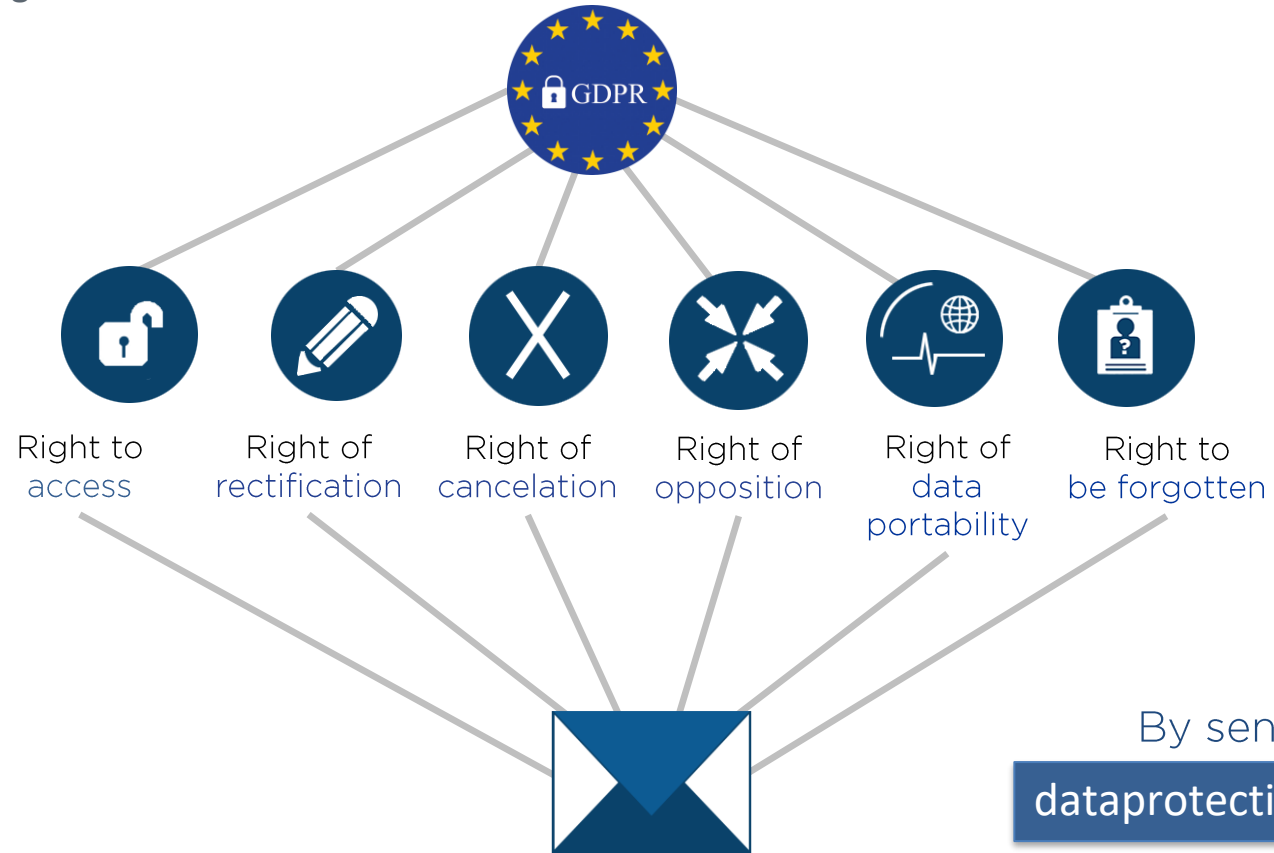
Question		Yes	No
3.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, of my points balance and		<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, services offered by our NH		<input checked="" type="checkbox"/>	<input type="checkbox"/>



# GDPR RIGHTS

## What are the GDPR Rights?

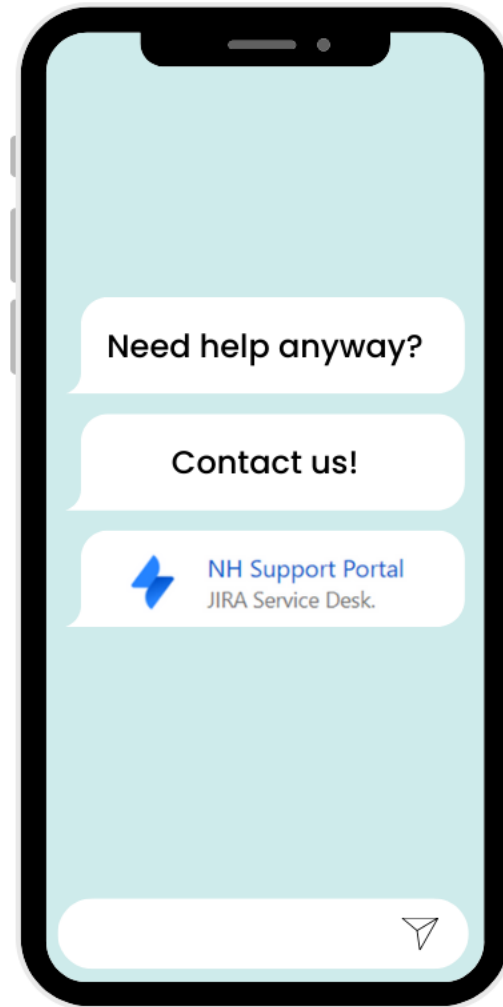
The customers can exercise these rights:



By sending an e-mail to  
[dataprotection@nh-hotels.com](mailto:dataprotection@nh-hotels.com)

Indicating in the Subject field :  
“Data Protection”

# GDPR FRONT DESK IMPACT



# GDPR – Registration Form Templates Master Files

Have you already downloaded the Registration Form applicable to your hotel?

Please, follow below instructions to locate the master file, applicable to your hotel/s and store the required copies to have them available for the first days of the new GDPR application.

1. All the registration form templates are stored in the below Business Transformation SharePoint site.
2. <https://nhhotelgroup.sharepoint.com/:f:/s/BusinessTransformation/EgsdJXLC6s9LoNPk2Bmf10ABKGhADhBTt7WbQ4BBNzgdlQ>
3. If you have any doubt about your hotel contract type and the Management or Owner companies, please send an e-mail [organization@nh-hotels.com](mailto:organization@nh-hotels.com)
4. Download the template file and print the required copies.

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