

## GDPR FACT SHEET

<p>Does the GDPR apply to my hotel?</p>	<p>If your business collects personal information from an individual, the GDPR applies. You should get legal advice about what your obligations are from your own legal adviser.</p>
<p>What do I have to do to comply?</p>	<p>You should seek independent legal advice about how the regulations will apply to your business.</p>
<p>Is Little Hotelier compliant?</p>	<p>Yes. Little Hotelier has reviewed all of its policies, processes and IT systems to ensure they comply with the GDPR requirements.</p> <p>Our Privacy Policy, which sets out how we collect and process personal information, is available <a href="#">here</a>.</p> <p>Our IT Security Policy, which details the security measures Little Hotelier has in place relating to PII, is available <a href="#">here</a>.</p>
<p>Are you updating customer contracts to comply with GDPR?</p>	<p>We have prepared an addendum to our customer contracts, available <a href="#">here</a>. Customers can download this addendum, add in their details and then sign and return it to Little Hotelier. This will then automatically update contracts to incorporate additional security obligations, and also incorporate the EU model clauses relating to data processing.</p> <p>All new customer contracts entered into after GDPR comes into force will contain data security clauses that meet GDPR requirements.</p> <p>From 25 May 2018, all customers on month to month contracts will be subject to our revised web terms and conditions, available <a href="#">here</a>, which have been updated to incorporate GDPR compliant clauses.</p>
<p>What have you done to protect our customers' data?</p>	<p>Little Hotelier has always operated best practices relating to data security. Specific details are available in our IT Security Policy <a href="#">here</a>.</p> <p>The primary obligation to maintain security for personal data rests with the controller of the data, so it is important that you also ensure your systems are adequate to protect the data you process.</p>

<p>Do you encrypt data? What data security practices do you have?</p>	<p>See our IT Security Policy <a href="#">here</a> for details of encryption and security protocols Little Hotelier uses to protect our customers PII and confidential information.</p>
<p>Where is your data stored?</p>	<p>Our data is stored on Amazon Web Services servers in their Oregon, USA data centres. Physical security arrangements at the data centres are managed wholly by AWS.</p>
<p>Who has access to personal data?</p>	<p>Little Hotelier limits access to those employees who need access in order to do their jobs. Training is given to these employees relating to data security and GDPR compliance, and our employment policies and practices ensure security is enforced rigorously.</p>
<p>Do you have specific time limits for erasure of data?</p>	<p>Little Hotelier has scheduled regular updates to ensure that all data that we continue to process is held subject to a valid legal basis for processing. Erasure will occur when Little Hotelier no longer has a legal basis for holding the data, which will vary depending on the data itself, and the use for which it is held.</p>
<p>What happens if there is a data breach?</p>	<p>Little Hotelier has detailed protocols in place to monitor and respond to any data breaches which happen on our systems as soon as practicable after they arise. The protocols require immediate response, diagnosis, and resolution of a data breaches, with reporting to customers, partners and regulatory bodies, as required by contracts and applicable legislation.</p>
<p>Is Little Hotelier PCI-DSS compliant?</p>	<p>Yes, Little Hotelier is audited annually to ensure that we comply with the relevant credit card industry standards for processing financial information.</p>

For other information, or to register a data access request, please contact the local data security officer whose details are contained in our [Privacy Policy](#).