

GDPR Procedure

In Hotello, only first and last names are mandatory to create a profile.

You are not required to keep any other information if you do not wish to.

In order to access a guest's profile in Hotello, go through the following steps:

Contact >> Start the search with the criteria of your choice.

Last Name ↓	First Name
Angelli	René
Antoinette Chinois	Antoinette
Antoinette Russe	Antoirusse
Arf	Slimy
Arsène	Lupin
As-Tu Bien	Vulavion
Assadi	Reza
Atout	Philippe
AvailClo	Lit
Availclo	Frais multiples
AvailMoh	Frais multiples
availpro	test
availpro	Frais Multiples
availpro	availpro
availpro	Frais beaucoup
availpro	claudine
Avance	Avance
Avac Carte	claudine

A guest's profile that already has a history in the hotel cannot be deleted, but you can edit or delete all related information, such as:

- The blue areas are mandatory but editable. You can replace them by "Anonymous".
- Other areas are not mandatory and can be left empty.

Berzi, Anais

Identity Payment Preferences and notes Statistics

Preferred language: Salutation:

First Name*:

Last Name*:

Phone: Ext.: Type:

Phone: Ext.: Type:

[+ Add new phone](#)

Email:

Receive invoices by email
 Receive marketing offers

Custom fields

Type

VIP
 Guest
 Room Owner
 Travel Agent
 User
 Prospect

Personal information

Status:

Birth date: / /

Berzi, Anais ×

Identity **Payment** Preferences and notes Statistics

Credit cards

[+ Credit card](#)

Berzi, Anais
✕

Identity
Payment
Preferences and notes
Statistics

Preferred room number

Notes

0/255

Preferred room type

If a guest requests to be sent all personal information you have on them, you have 2 procedures available

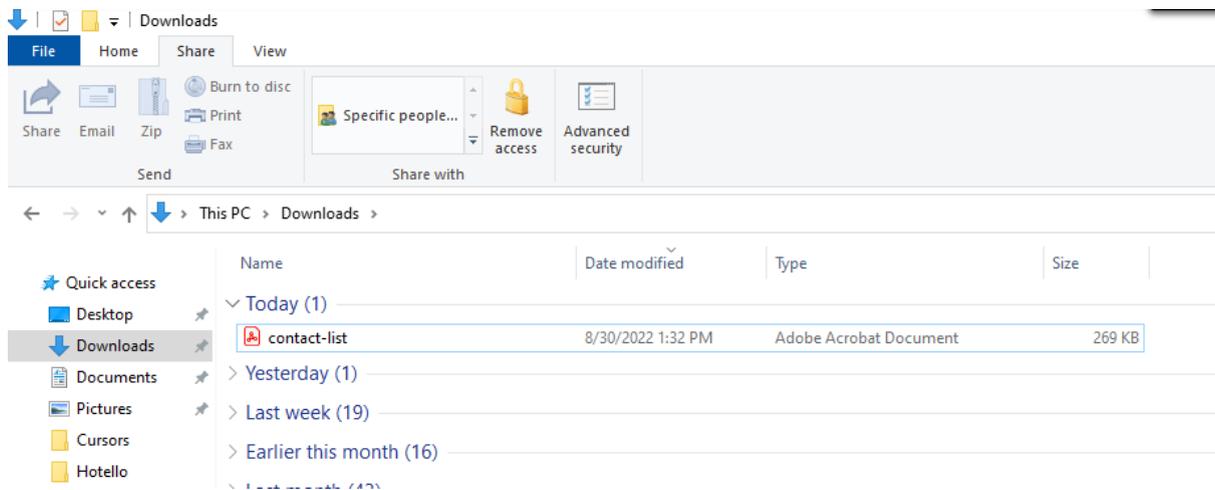
First way: PDF Export

You can download the contact data as a PDF

- From the Contact tab, search the name of the contact in the list, in order to see only this contact.
- Click on the 3 dots on the top right hand side.
- Select Download.

The screenshot shows the Hotello Contacts management interface. A search filter is applied to 'caroline uly'. The contact list displays one entry: Ulysse Caroline, with email 'claudine.vio@...' and address '222 Principale'. A dropdown menu is open on the right side of the contact row, showing options: Print, Download (highlighted), Send, and Export. The left sidebar contains navigation options like New Reservation, Desk folio, Group, Meeting room, Dashboard, FRONT DESK, HOUSEKEEPING, and RELATIONS. The top navigation bar includes Shift 1, Administration, PROUD_Reservit, and the date Tue 2 Mar 2021.

- A “contact-list” file will download in your download files.



- You can rename the file if needed.
- This files contains the client’s information.

FirstName	LastName	Email	Address	Telephones	Salutation	Company	City	Country	PostalCode	Vip	Gender	BirthDate	Note	NumberNights	Revenue	Frequency
Caroline	Ulysse	claudine.vio@mingus-software.com	222 Principale				Saint-Omer	Canada	G0C 7M9					4	1070	2

Second way: Print screen

- You can do a screenshot of each contact form tab.
- Attach your screenshots in an email that you will send to the client. We suggest you require an acknowledgement of receipt.