



# PII FOR HOSPITALITY INTRODUCTION

Version 1.0

Publication Date: 1 May 2017



## About HTNG

Hotel Technology Next Generation (HTNG) is a non-profit association with a mission to foster, through collaboration and partnership, the development of next-generation systems and solutions that will enable hoteliers and their technology vendors to do business globally in the 21st century. HTNG is recognized as the leading voice of the global hotel community, articulating the technology requirements of hotel companies of all sizes to the vendor community. HTNG facilitate the development of technology models for hospitality that will foster innovation, improve the guest experience, increase the effectiveness and efficiency of hotels, and create a healthy ecosystem of technology suppliers.

Copyright 2017, Hotel Technology Next Generation

All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior permission of the copyright owner.

For any software code contained within this specification, permission is hereby granted, free-of-charge, to any person obtaining a copy of this specification (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the above copyright notice and this permission notice being included in all copies or substantial portions of the Software.

Manufacturers and software providers shall not claim compliance with portions of the requirements of any HTNG specification or standard, and shall not use the HTNG name or the name of the specification or standard in any statements about their respective product(s) unless the product(s) is (are) certified as compliant to the specification or standard.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES, OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF, OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Permission is granted for implementers to use the names, labels, etc. contained within the specification. The intent of publication of the specification is to encourage implementations of the specification.

This specification has not been verified for avoidance of possible third-party proprietary rights. In implementing this specification, usual procedures to ensure the respect of possible third-party intellectual property rights should be followed. Visit <http://htng.org/ip-claims> to view third-party claims that have been disclosed to HTNG. HTNG offers no opinion as to whether claims listed on this site may apply to portions of this specification.

The names Hotel Technology Next Generation and HTNG, and logos depicting these names, are trademarks of Hotel Technology Next Generation. Permission is granted for implementers to use the aforementioned names in technical documentation for the purpose of acknowledging the copyright and including the notice required above. All other use of the aforementioned names and logos requires the permission of Hotel Technology Next Generation, either in written form or as explicitly permitted for the organization's members through the current terms and conditions of membership.

# Introduction

The hospitality industry has come together through HTNG's Personally Identifiable Information Workgroup to produce a common Code of Conduct that can be adopted to show a company's commitment to protect the Personally Identifiable Information (PII) of their guests. Included with this Code of Conduct is the set of Principles and Guidelines used to establish the Code of Conduct and a self-assessment to help an organization determine if they are ready with the practices needed to conform to the code.

The Principles and Guidelines assist hotels and vendors in defining the key practices and processes within their organizations for collecting, managing and protecting the information about their guests. The Self-Assessment is a useful tool to continuously evaluate the organization's adherence to these principles. The Code of Conduct is a public statement to customers that these principles have been adopted as a commitment to guests and customers to protect their information.

The documents included in this body of work are:

- **Hospitality Industry PII Code of Conduct** – A public statement to your guests and customers that you follow the Principles and Guidelines reflected in the code.
- **Principles for Handling Personally Identifiable Information** – A set of principles guiding organizational behavior and decision making in regards to the collection, management, and protection of PII.
- **Hotel Industry Guidelines for the Collection, Management and Protection of Personally Identifiable Information** – A collection of guidelines and practices, based on the principles.
- **Self-Assessment PII Audit for Hotels and Vendors** – A tool to evaluate a company's ability to adhere to the guidelines and adopt the Code of Conduct.