

WINCLOUD PRIVACY POLICY

The WINCLOUD Privacy Policy was updated on 11 August 2022.

WINCLOUD is committed to protecting and safeguarding any personal data you give us. We act in the best interests of our clients and their customers and we are transparent about our processing of your personal data.

WINCLOUD provides a subscription cloud-based Property Management System to its clients for managing accommodation bookings, front desk operations, guest billing, housekeeping, maintenance management, sales and marketing, point of sale, door locking, and other in-room and property access and control systems. WINCLOUD provides its clients with an Online Booking Engine to enable their customers to make bookings at their property and a Channel Management system to allow our clients to receive bookings from a large range of online travel agents and other booking services.

When accessing this website or providing information, you agree to our privacy practices as set out in this Privacy Policy. WINCLOUD may change this policy from time to time. Please visit this page regularly to keep up to date with our practices. If we make changes to the Privacy Policy that will have an impact on you (for example, if we intend to process your personal data for other purposes than communicated in the past in this Privacy Policy), we will notify you of these changes before these new activities begin.

This document describes how we use and process your personal data on all of the services that we provide to our clients and which our clients use when providing their services to their customers. This one Privacy Policy applies to any kind of information we collect through this website, the services we provide, or other means connected to these services (such as contacting our customer service team via telephone, the website, or by email).

What kind of personal data does WINCLOUD collect and why?

WINCLOUD Clients

WINCLOUD collects and processes personal information from its clients that is legally necessary for the performance of a contract. This includes the purpose of being able to contact you, interact with you, and verify you on any matters relating to your contract with WINCLOUD, including any need to use your information to handle and resolve legal disputes, for regulatory investigations and compliance, to enforce the WINCLOUD terms of use, the provision of customer support services, customer training, to create orders, transaction records, billing and payment and any other matters incidental to the performance of our services.

Personal information is any information that can be used to uniquely identify an individual. We may collect the following personal information from our clients:

- Name;
- Business address;
- Email address(es);
- Telephone number(s); and
- Payment information.

Other information which may be collected may include:

- Your marketing preferences, including the type of marketing materials you wish to receive and the method of delivery (email, SMS), and
- Information you provide to us via our customer service team, website, and application for WINCLOUD.

WINCLOUD will hold the personal information of our clients for as long as is necessary for the provision of the services that you subscribe for, to comply with all legal, taxation, and other regularity requirements, and for sales and marketing purposes both during and after the period of your subscription.

Customers of WINCLOUD Clients

WINCLOUD Clients will collect personal information of their customers using the WINCLOUD services.

WINCLOUD acts as the data processor regarding the services provided by our clients. Our clients, therefore, have the primary responsibility for the protection of your personal information.

Our client's website may use the WINCLOUD booking engine including any online booking pages provided by WINCLOUD to collect and process personal information to provide their services. Our clients may also use the WINCLOUD channel management service to receive and process personal information collected by online travel agents and other booking services.

Therefore, WINCLOUD will process on behalf of our clients, personal information of their customers including but not limited to:

- Your name;
- Preferred contact details, including email or social media address, home address, telephone number, and date of birth;
- Your payment information; and
- Any other information which you decide for yourself to submit including special requests or preferences.

Our clients collect and process personal information from their customers for the performance of a contract, specifically to administer their online bookings from customers. If the required personal information is not provided, our clients cannot finalize the booking and ensure your stay with them is as enjoyable as possible. Our clients may also use your personal information to provide customer service by informing the customer of any changes to the booking, latest deals and special offers, and other products or services which they believe may be of interest to you. A WINCLOUD client may also use your personal information to send you a survey or for future marketing and sales activities. If you would like to find out the specific purposes for which our client has collected your personal information, please refer to the privacy policy of the client or contact the property directly.

WINCLOUD also may from time to time need to access your personal information that has been collected and processed by our client. This will only ever occur when we are providing customer support services to our clients and not for any other purpose.

Our clients may hold your personal information for as long as is reasonably necessary for the performance of the booking and for such time thereafter as they have a legal basis. Regarding any booking, you have made with a client of WINCLOUD, you should consult the privacy policy of our client for the specifics of their data retention policy.

Does WINCLOUD share your data with third parties?

WINCLOUD itself does not disclose personal information for any purpose other than our employees, contractors, or service providers needing to contact our clients, and then only to the extent reasonably necessary to fulfill our obligations to our clients or to comply with government or other regulatory requirements.

To support the use of the WINCLOUD services, your details may be shared with members of the WINCLOUD corporate family which act as service providers for WINCLOUD, including in relation to customer support services.

WINCLOUD may disclose personal information to third parties to comply with any court order or other legal obligation or when data is requested by government or law enforcement authorities.

WINCLOUD may use service providers to process your personal data on our behalf. This processing is for several purposes, including sending out marketing material to the email address you provided when subscribing to WINCLOUD. Third-party service providers shall either be bound by:

- Our data privacy policy or have similar obligations in relation to the storage and processing of personal information, or
- Confidentiality clauses and are not allowed to use your personal data for other purposes than instructed by WINCLOUD.

Customer Lists:

WINCLOUD does not disclose the personal information of our client's customers.

WINCLOUD does not sell or rent personal information.

Screenshots:

Screen shots used in demonstrations and examples in manuals, advertising, or on our website do not include the details of any real person.

Third-Party Integrations:

Different parties integrated into the WINCLOUD services in several ways and for various reasons. WINCLOUD acts as the data processor for our clients and any personal information disclosed by and through these integrations is done so at the direction of and is the responsibility of our client.

How does WINCLOUD treat personal data of children?

WINCLOUD is a service provider and data processor to our clients. WINCLOUD services are not designed or directed at children. Our clients will set their own policy for who can make a booking on the client's website using the WINCLOUD online booking engine. A WINCLOUD client may, as part of an online booking, collect and process the information of children only as provided by the parent or guardian or with their consent. If a WINCLOUD client becomes aware that they processed information of a child without the valid consent of a parent or guardian, they may reserve the right to delete it.

WINCLOUD Marketing

WINCLOUD will from time-to-time market to its clients. You have the right to ask us to stop processing your personal information for marketing purposes. You can unsubscribe from emails by clicking the unsubscribe link on the footer of the email communication you have received.

Right to review personal information

WINCLOUD Clients

WINCLOUD clients have the right to review the personal information we hold about you. You can request an overview of your personal data by emailing us to the email address stated below.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

We rely on you to ensure that your personal data is complete, accurate, and current. Please do inform us promptly of any changes to or inaccuracies in your personal data.

You have the right to object to us processing your personal information or to delete your personal information or have its processing restricted in certain circumstances.

Customers of WINCLOUD Clients

The rights of customers of WINCLOUD Client to review the personal information our client holds about you, to amend the personal information, to restrict the processing of the personal information, and to delete your personal information is governed by regulations in place in your jurisdiction and the privacy policy of the WINCLOUD Client.

Please contact the property direct and/or the relevant regulator if you have any queries in this regard.

WINCLOUD as the service provider and data processor has provided functionality to our clients to review customer personal information, restrict certain processing, and to delete the personal information. The use of that functionality is the responsibility of the WINCLOUD client who is the controller of that data.

WINCLOUD is also able to provide our clients with functionality where you may view the personal information held about you and make corrections to your personal information yourself.

Where your personal information is processed by a WINCLOUD client based on your consent, you may be entitled to withdraw that consent at any time subject to applicable law. Moreover, where a WINCLOUD client processes your personal data based on legitimate interest or the public interest, you may, subject to applicable law have the right to object at any time to that use of your personal data when no opt-out mechanism is available to you.

Please contact the property direct and/or the relevant regulator if you have any queries in this regard.

Security

WINCLOUD has implemented reasonable measures designed to secure personal information from accidental loss from unauthorized access, use, alteration, and disclosure. WINCLOUD encrypts data in transmission and at rest, and all access to computer hardware containing personal information is password protected. Staff access to personal information is given on a need-to-know basis only.

WINCLOUD Clients have access to their customer's personal information. WINCLOUD Clients are the data controllers for their data. WINCLOUD is not responsible for the security standards of the WINCLOUD Client. WINCLOUD services provide the client with functionality to restrict access to data.

If you have any questions relating to security at a WINCLOUD client please contact the property directly.

Internet Transmission

No data transmission over the Internet can be guaranteed to be secure. While WINCLOUD will endeavor to protect customer information, it cannot guarantee the security of any information any person may transmit when they access its website.

Even though WINCLOUD encrypts data transmitted over the Internet, it still cannot guarantee data transmitted cannot be unencrypted by persons with nefarious intentions. Nonetheless, the likelihood of this occurring is extremely low.

Remote Access

Remote access to customers' databases is needed to provide an efficient and rapid response to requests for assistance.

WINCLOUD staff will only connect to a customer's data with the full knowledge of the customer and will advise when the connection is terminated.

Cookies

Cookies may be placed on your computer or internet-enabled device whenever you visit WINCLOUD online booking pages. This allows the site to remember your computer or device and serves several purposes. Although most browsers automatically accept cookies, you can choose whether or not to accept cookies via your browser's settings (often found in your browser's Tools or Preferences menu).

You may also delete cookies from your device at any time. However, please be aware that if you do not accept cookies, you may not be able to fully experience some of the features. Cookies by themselves do not tell us your email address or otherwise identify you personally.

Cookies are only used by online booking pages provided by WINCLOUD to improve the online booking process. By remembering the preferences of visitors to the online booking pages WINCLOUD streamlines the reservation process.

Cookies are used for no other process and the information about them is not shared with any other person or entity.

Complaints

If you have any questions regarding this policy, or if you think your privacy has been breached, please email us at info@wincloudpms.com

Our team members will acknowledge receipt of your complaint within 72 hours, and will normally respond to your request within 10 business days. If your complaint is complicated or requires further investigation our response may take additional time to finalize.

We will respond to you by email or telephone.