



CONCERNING YOUR PRIVACY

You own your data

Mycloud Hospitality Software Private Limited, hereafter referred to as MHSPL, is an IT-enabled company providing services & solution for the Hospitality & Leisure Industry. mycloud is the name of the software platform owned by “MHSPL”.

mycloud Spark is a cloud-based platform offering Hotel Management system designed especially for budget hotels. mycloud covers all the operational tasks including reservation, front desk, housekeeping transactions, Built-in Channel Manager, MIS and POS.

MHSPL will only store information that is entered by the Users of an Organization, or automatically imported at a User’s instruction. The data entered, or imported on instruction, by the Users of an Organization remains the property of the Organization and MHSPL will not use nor make available for use any of this information without the permission of the Organization.

You control who has access to your data

The data entered, or imported on instruction, by the Users of an Organization is stored securely in a database and is only accessible to the approved Users of the Organization. The Administrator of the Organization (Administrator) will have full control over who is invited to be a User. A username and password are required in order to access an Organization's information in MHSPL.

It is the User’s responsibility to keep their passwords safe. It is the Administrator’s responsibility to ensure that any Users that are invited to use the Organization’s account have permission to view the Organization’s information stored in the MHSPL account.

MHSPL, MHSPL's staff and MHSPL's partners do not have access to the User's passwords and therefore unable to access the Organization's account or data without receiving an invitation from the Administrator.

MHSPL monitors system usage

MHSPL has access to and may use aggregate information such as number of associated Users, number of transactions, and billing information for the purpose of billing and monitoring server and software performance as well as for other internal purposes of MHSPL.

MHSPL will never access the details of any financial transaction entered and stored in the MHSPL system. MHSPL will never access system usage history for a specific identifiable user, except where granted permission by the User to assist with the resolution of a system issue or error.

MHSPL staff can access non-identifying and aggregated usage information and transaction volumes in order to better understand how our customers are using mycloud so we can improve the system design and where appropriate have the system prompt users with suggestions on ways to improve their own use of the system. All aggregated usage information is stored in a secure MHSPL data warehouse facility.

Your data is sent securely across the internet

MHSPL Servers have Thawte-issued security certificates so all data transferred between the Users of an Organization and the MHSPL Servers is encrypted. However, the internet is not in itself a secure environment. Users should only enter, or instruct the importation of, data to the database within a secure environment. This means that the User's browser must support the encryption security used in connection with the MHSPL Servers.

MHSPL does not store your credit card details

If you choose to pay for MHSPL by Credit Card, your credit card details are not stored by MHSPL and cannot be accessed by MHSPL staff.

Your credit card details are encrypted and securely stored by Direct Payment Solutions or payment gateways to enable MHSPL to automatically bill your credit card on a recurring basis.

MHSPL will give you access to your data at any time

On request, MHSPL will provide the Administrator with a full export of the Organization's data in a common file format determined by MHSPL.

The Organization's data may be permanently deleted by MHSPL 90 days after the

Organization stops paying to use MHSPL, or at the Administrator's request.

Your browser stores only enough information to keep you logged in

MHSPL uses temporary cookies to keep a session open after a User logs in. These cookies do not contain any information about the User or the Organization and will automatically expire 30 minutes after the session is finished.

You can opt-out of any email communications

MHSPL sends billing information, product information, service updates, and regular customer newsletters to registered Users via email.

Where appropriate email communication will contain clear and obvious instructions describing how the User can opt to be removed from the mailing list. MHSPL will immediately remove any User upon request.

Our Commitment to GDPR Compliance

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register for a free, trial, register for an e-book or when you use online chat tool.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

Our Company may also receive your data indirectly from the following sources:

- Email subscriptions
- Product subscriptions

How will we use your data?

Our Company collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.
- Do WhatsApp message (based on permission) to inform about confirmation of the appointment of demo, expiry of trial account, discussion related to products support and special offers on products and services.
- Provide you with online help and support towards products.

If you agree, Our Company will share your data with our partner companies so that they may offer you their products and services.

- Our partners are listed under marketplace, our regional resellers and partners who may provide first-level support.

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Our Company securely stores your data at our secure data centers. These data centers have minimal human interaction, the data is secured through https, encryption and passwords.

Our Company will keep your personal data till you use our system or till you unsubscribe from our email communication. Once this time period has expired, we

will delete your personal and credit card data.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Our partners listed under marketplace, our regional resellers and partners who may provide first level support.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of the Our Company Group.

If you no longer wish to be contacted for marketing purposes, please [click here](#).

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: +1-415-390-5039

Or write to us:

Prologic First UK
6th floor, First Central 200
2 Lakeside Drive, Park Royal
London, W6 0NB, UK

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit [all about cookies.org](http://allaboutcookies.org)

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Provide you with offers and support

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website

features may not function as a result.

Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 January 2019.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Call us at: +1-415-390-5039

Or write to us:

Prologic First UK
6th floor, First Central 200
2 Lakeside Drive, Park Royal
London, W6 0NB, UK

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: deepak@mycloudhospitality.com

Address:

Prologic First UK
6th floor, First Central 200
2 Lakeside Drive, Park Royal
London, W6 0NB, UK

Paying customers

For business analytics and payment subscription records for mycloudhospitality.com, we use Zoho Subscriptions, 2checkout and Xero, privacy policy can be found on respective sites. For business analytics, CRM, and subscription records of customers, we use Mautic, Zoho CRM and Active Campaign. privacy policy can be found on respective sites. To comply with accounting and legal requirements, we keep data on financial transactions in the systems above for up to 10 years.

How we protect your data

The security and reliability of our service is our number one priority. We invest in the training of our staff and our infrastructure to ensure that best practices are followed in everything that we do. Prevention is best when it comes to security, and as a first step, we follow all Security Standards in the plugins, web services that we use. All staff only have access to systems that are directly required to complete the functions of their job. We use dual-factor authentication for all critical systems and communications services. All staff (including any contractors) undergo initial training to ensure a proper understanding of all security-related processes. Staff regularly attend industry conferences and otherwise stay informed of best practices and relevant trends. Staff review and agree, in writing, to all policies and procedures.

What data breach procedures we have in place

Should any event occur where customer data has been lost, stolen, or potentially compromised, our policy is to alert our customers via email no later than 48 hours of our team becoming aware of the event. We will also report such incident to any required data protection authority. We will work closely with any customers affected to determine next steps such as any end-user notifications, needed patches, and how to avoid any similar event in the future.

You are responsible for checking the privacy policy of any third- party websites we link to

The MHSPL website may contain links to third-party websites. MHSPL takes no responsibility for the privacy practices or content of these websites.

Privacy policy changes

Although most changes are likely to be minor, mycloudhospitality.com may change its Privacy Policy from time to time, and in mycloudhospitality.com sole discretion. mycloudhospitality.com will notify clients by email when making changes.

Please read our Terms of Use

All use of software available on this website is subject to MHSPL's terms of use. In the event of a conflict or disagreement between this Privacy Policy and the Terms of Use, the Terms of Use will prevail.