



# EZbooking

 GDPR-guide



Our company and our data centre are ISO 27001 certified and located in Sweden.

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**Artologik**<sup>®</sup>  
SOFTWARE FOR THE WEB



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## GDPR – Personal data in Artologik EZbooking

This document contains recommendations on how to work in EZbooking in accordance with the GDPR.

### Which user information is stored?

Users are created by a system administrator or organisation administrator in the menu *Administration > Users*. Users can be created manually or imported via a file. If you have the plug-in EZ-LDAP, you can also import users from a directory service. It is also possible to let users register themselves via a public link, see the section *To consent to the user information being stored* below.

Which fields are available in the user details, you decide in the menu *Administration > Users > User fields*. The fields can be divided into the following types:

#### Standard fields - always available

- First name
- Family name
- Organisation
- E-mail

#### Standard fields - optional

- User number
- Title
- Department
- Address
- Postal code
- City
- Country
- Phone number
- Mobile phone
- Fax
- Comments
- User image
- Document

#### Fields related to optional functions

- User category
- User group
- Charge code

#### Additional user fields, created by a system administrator (new function in ver. 5.0)

		User administration/info		
Order	User fields	Available	Mandatory	Public
1	First name	X	X	X
2	Family name	X	X	X
3	User number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Title	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Organisation	X	X	<input checked="" type="checkbox"/>
6	Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	User category	X	X	<input type="checkbox"/>
9	Postal code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Phone number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Mobile phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Fax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	E-mail	X	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16	Comments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	User image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Document	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	<a href="#">Faculty</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


System administrators decide whether each field shall be *Available* in the user details, *Mandatory* to fill, and *Public*. The information in a public field will be available for all users when they click a user's name to see detailed information about the user.

## User rights to view their own data

A user can view his/her own data in the menu Administration > Users > My profile. Which information the user sees depends on the setting Only system and organisation administrators can edit user data in the Administration > Users > User rights settings menu. If the setting is inactivated, the user sees all his/her information, and he/she is also able to edit the information. If the setting is activated, the user sees only information in fields which are set as public. In this case, the information cannot be edited by the user. Instead he/she must contact a system administrator or an organisation administrator in his/her own organisation.

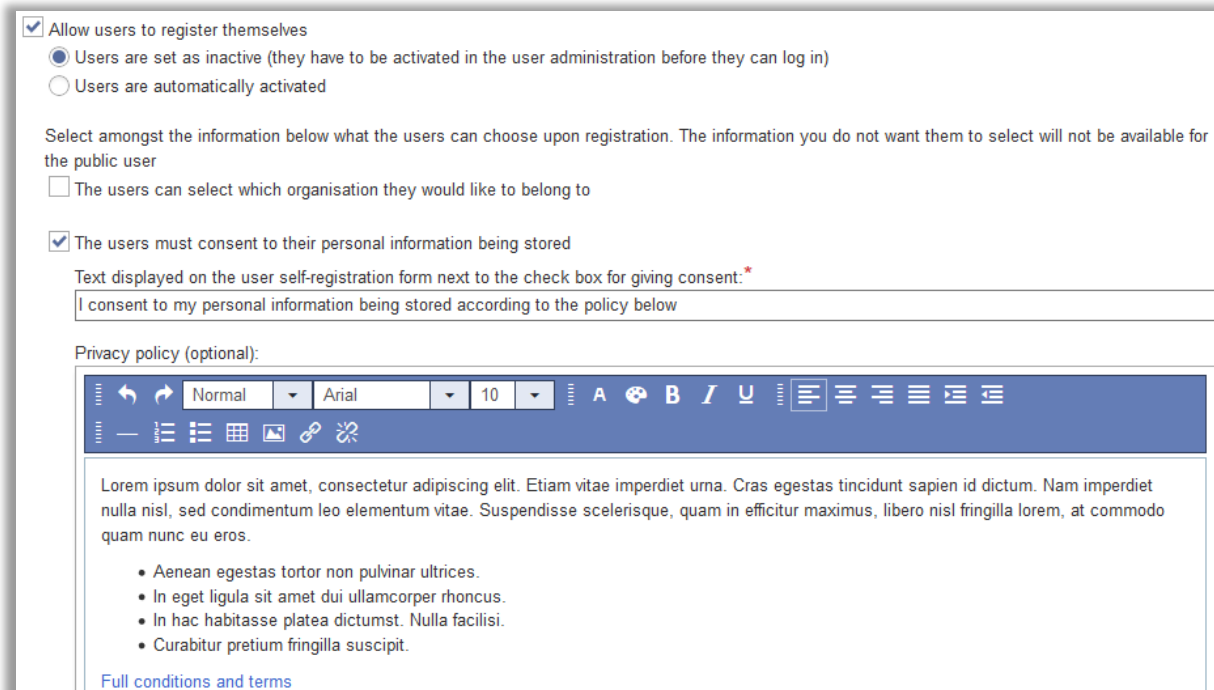
If a user requests to receive information concerning the personal data stored about him/her, you can make an export of user information from the Administration > Users menu. The following describes how the export works in version 5.0.

Click one of the buttons Search active or Search inactive, depending on whether you want to export active or inactive users, and

then click the  button. The Excel file will contain all users with the selected status, active or inactive, and have one row per user and one column per field. Only fields which have been set as Available will be included in the file. For the fields User image and Document, the file names will be displayed in the file.

## To consent to the user information being stored

If you want people to be able to register themselves as users, and/or as visitors, in EZbooking, you can activate Allow users to register themselves and Allow users to register visits without having to log in, respectively, in the Administration > Users > User rights settings menu. After activating any of these settings, you have in version 5.0 access to the setting The users must consent to their personal information being stored. This setting means that there will be a checkbox on the registration page which will be mandatory to tick before the registration can be completed. The text shown at this checkbox, you decide in the fields Text displayed on the user self-registration form next to the checkbox for giving consent and Text displayed on the visit registration form next to the check box for giving consent, respectively. Further down you have access to an editor where you can write a Privacy policy.



☒ Allow users to register themselves

☒ Users are set as inactive (they have to be activated in the user administration before they can log in)

☐ Users are automatically activated

Select amongst the information below what the users can choose upon registration. The information you do not want them to select will not be available for the public user

☐ The users can select which organisation they would like to belong to

☒ The users must consent to their personal information being stored

Text displayed on the user self-registration form next to the check box for giving consent: \*

I consent to my personal information being stored according to the policy below

Privacy policy (optional):

Normal Arial 10

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vitae imperdiet urna. Cras egestas tincidunt sapien id dictum. Nam imperdiet nulla nisl, sed condimentum leo elementum vitae. Suspendisse scelerisque, quam in efficitur maximus, libero nisl fringilla lorem, at commodo quam nunc eu eros.

- Aenean egestas tortor non pulvinar ultrices.
- In eget ligula sit amet dui ullamcorper rhoncus.
- In hac habitasse platea dictumst. Nulla facilisi.
- Curabitur pretium fringilla suscipit.

[Full conditions and terms](#)

On the registration page, the checkbox and the policy (if stated) will be displayed at the bottom of the registration form.

☒ I consent to my personal information being stored according to the policy below \*

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vitae imperdiet urna. Cras egestas tincidunt sapien id dictum. Nam imperdiet nulla nisl, sed condimentum leo elementum vitae. Suspendisse scelerisque, quam in efficitur maximus, libero nisl fringilla lorem, at commodo quam nunc eu eros.

- Aenean egestas tortor non pulvinar ultrices.
- In eget ligula sit amet dui ullamcorper rhoncus.
- In hac habitasse platea dictumst. Nulla facilisi.
- Curabitur pretium fringilla suscipit.

[Full conditions and terms](#)

Save

## Deleting or anonymizing users

A user who is not connected to any bookings can be deleted. Go to the user's details and click the *Delete* button.

A user who is connected to bookings, i.e. when there are bookings made for or by the user, cannot be deleted. In this case, you can instead edit the user's information and replace personal information as *First name*, *Family name*, *E-mail* and *User name* with anonymized information.

Another possibility is to "disconnect" the user from the bookings by searching for them and change their "booked for" user. See the section *Deleting or editing several bookings at the same time* below for more information. When the user is no longer connected to any bookings, he/she can be deleted.

## Deleting or anonymizing bookings

In the *Search > Search bookings* menu, you can search for bookings that you want to edit or delete. This is useful, for example, if you want to:

- Delete or anonymize all bookings older than a certain date
- Delete or anonymize all bookings made for a certain user

You can, amongst others, use the following criteria in your search:

- Period – specify start and end date for the period of the bookings.

Period:

2010-01-01

00

▼

:

00

▼

-

2016-12-31

24

▼

:

00

▼

- Users – select the "booked for" user. The search will also result in booking to which the user is connected via a so-called group booking.




Users:










































Smith, John

▼

- Search in information fields – search for text to be found in information fields on the booking.

☐ Search specific per information field  
☒ Search all information fields  
☐ Search selected information fields  
 Search text:


When you click the *Search* button, all bookings matching your search are listed. Provided that you have the right to edit and delete the bookings, you find the  and  icons to the right and the  checkbox to the left of each booking.

<input checked="" type="checkbox"/>	Date Time ▲	Object ▼	Booked for ▼					
<input checked="" type="checkbox"/>	2018.04.13 08:00 - 09:00	 Green room	 Smith, John					
<input checked="" type="checkbox"/>	2018.04.14 08:00 - 09:00	 Blue conference room	 Smith, John					
<input checked="" type="checkbox"/>	2018.04.20 09:00 - 10:00	 Blue conference room	 Smith, John					
<input checked="" type="checkbox"/>	2018.04.20 09:00 - 10:00	 Green room	 Smith, John					
<input checked="" type="checkbox"/>	2018.04.21 08:00 - 09:00	 Blue conference room	 Smith, John					
<input checked="" type="checkbox"/>	2018.04.22 08:00 - 09:00	 Blue conference room	 Smith, John					
				<input type="button" value="Back"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>				

Please note that bookings in the past can be edited/deleted only if the setting *Can edit/delete a booking closer to the booking date than allowed* is activated under *Administration > Users > User rights settings*. This setting can be activated for system administrators only, or for both system administrators and object administrators.

## Deleting or editing several bookings at the same time

If you want to delete or edit several bookings at the same time, you can tick the checkboxes next to them (see the image above). By ticking the checkbox in the heading row, you select all bookings. Then click one of the buttons *Delete* or *Edit*, depending on what you want to do.

When you edit several bookings at the same time, the bookings are listed at the top of the page. Click the  icon to expand the list. On the page, you can choose to enter new information to apply for all bookings you edit, or to leave blank to keep the existing information.

One way to anonymize the bookings is to “disconnect” them from the existing “booked for” user. To do so, select another user under *Make booking for*. One recommendation is to have a “dummy” user for this purpose, for example called “Deleted user”. If it is important to keep statistics on which organisations the bookings were made for, you can have a “dummy” user in each organisation. After a user has been disconnected from all his/her bookings, he/she can be deleted.

If you have searched for bookings where an information field contains a certain text you want to delete, you can enter a dash (-) in this field. If you leave the field blank, the existing information will be kept, as mentioned above.

## Searching for orders to delete or edit (EZ-Order)

The plugin-in EZ-Order lets you place orders. An order can either be placed in connection to a booking, or separately. An order which is connected to a booking will be automatically deleted if the booking is deleted.

Each order has an *Ordered by* (the logged-in user, placing the order). Who the order is placed for is decided by a setting under *Administration > System settings > Advanced > EZ-Order*. There, you can select one or both of these options:


*'Ordered for' can be written in a text field with no connection to a registered user*

*'Ordered for' can be connected to a registered user*


If none of these options are activated, *Ordered for* will automatically be set to the same as *Booked for* if the order is connected to a booking, or the same as *Ordered by* if the order is placed separately from a booking.

Under the menus *Order > Edit and Reports > Placed orders*, you can in version 5.0 find orders by searching for the name of *Ordered by* or *Ordered for*. In the *Placed orders* report, your search will also result in orders where the name of registered guests matches your search. In the field *Search orders connected to following user (name)*, you can type the whole or partial name of a user. The search will be automatically performed after you have typed at least three characters, and the list of orders is filtered according to your search.



Under the *Order > Edit* menu, you can delete an order by clicking the  icon. If you want to delete a number of orders you have listed, you can tick the checkbox next to them. By ticking the checkbox in the heading row, you select all orders in the list. Then click the *Delete selected orders* button.




You can also edit an order to anonymize the information concerning *Ordered for* and *Name of guests*. To do so, click the  icon. Please note: For the changes to be saved, you must update the order by clicking the *Order* button under the *Confirmation* tab. An e-mail is then sent to the e-mail address specified at *E-mail to responsible* on the delivery type selected on the order. To prevent the e-mail from being sent, you can temporarily remove the e-mail address from the delivery type while you edit the order.

## Searching for visits to delete or edit (EZ-Visit)


The plug-in EZ-Visit lets you register visits, either connected to a booking or separately. Visits connected to a booking will be automatically deleted if the booking is deleted.

Under the menus *Visits > Search*, *Visits > Reception* and *Visits > Checked-in visitors*, you can in version 5.0 find visitor registrations by searching for the name of the visitor or recipient. In the field *Search visits connected to following visitor/recipient*, you can type the whole or partial name of a visitor or a recipient. The search will be automatically performed after you have typed at least three characters, and the list of visits is filtered according to your search.



If you want to anonymize a visit, you can click the  icon and edit the fields *First name* and *Family name* under *Recipient* and/or *Visitor*.



You can delete a visit by clicking the  icon. If you want to delete a number of visits you have listed, you can tick the checkbox next to them. By ticking the checkbox in the heading row, you select all visits in the list. Then click the *Delete selected visits* button.

If you use the function *Check-in and check-out of visitors*, you cannot delete visitors who have been checked-in, if the setting *Checked-in visits cannot be deleted* under *Administration > System settings > Advanced > EZ-Visit*.

## Miscellaneous

In the menu *Administration > E-mail > E-mail mailings*, you can send e-mails to users in the system. In version 5.0, you can delete a mailing by selecting *All my e-mails* (the mailings you have created yourself) or *All e-mails* (only available for system administrators) in the drop-down list at the top of the page, click on the mailing and then the *Delete* button.