



CONCERNING YOUR PRIVACY

You own your data

Prologic First India Private Limited, hereafter referred to as **PF IPL**, is an IT enabled company providing services & solution for the Hospitality & Leisure Industry. **mycloud** is the name of the software platform owned by **PF IPL**.

mycloud is a cloud-based platform offering Hotel Management system designed especially for small to mid-size resorts/ businesses. mycloud covers all the operational tasks including reservation, front desk, housekeeping transactions, accounts, Guest services, MIS and POS and further integrates all associated functions including marketing, bookings and business critical communication & coordination.

PF IPL 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 PF IPL will not use nor make available for use any of this information without 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 user name and password is required in order to access an Organization's information in PF IPL.

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 PF IPL account.

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

PF IPL monitors system usage

PF IPL 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 PF IPL.

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

PF IPL 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 PF IPL data warehouse facility.

Your data is sent securely across the internet

PF IPL Servers have Thawte issued security certificates so all data transferred between the Users of an Organization and the PF IPL 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 PF IPL Servers.

PF IPL does not store your credit card details

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

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

PF IPL will give you access to your data at any time

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

The Organization's data may be permanently deleted by PF IPL 90 days after the Organization stops paying to use PF IPL, or at the Administrator's request.

Your browser stores only enough information to keep you logged in

PF IPL 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

PF IPL 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. PF IPL will immediately remove any User upon request.

Our Commitment to GDPR Compliance

We believe our current practices regarding privacy are strong, and we regard GDPR as an opportunity to strengthen our existing commitment to protecting customer data. Keeping our customer data secure is one of our highest priorities. We are continuously enhancing the security of our systems to ensure that we collect and process data in compliance with GDPR.

As per GDPR every guest is allowed to know what data is kept by the hotel; why that data is kept and for how long it's stored by the business, every guest has the "Right to Access" their own information and data, "Right to Data Portability" of their information (they can request a copy of their data as it's stored.), "Right to be Forgotten". (Request a business change and permanently delete any stored data)

Who We Share Your Data With

We use third-party services (data processors) across our sites. The extent to which your data is shared with these providers depends on your use of our services, and we list the specific third-parties in use (with links to their privacy policies) in the sections below.

Each third-party provider has been vetted by our team to ensure that privacy policies and practices meet or exceed the same levels of compliance and standards that we follow. Where appropriate and available, we hold additional signed Data Privacy Agreements with these companies as an additional layer of accountability in order to help ensure your data is safe and secure.

We disclose potentially personally-identifying and personally-identifying information only to our employees, contractors and affiliated organizations that (i) need to know that information in order to process it on our behalf or to provide services, and (ii) that have agreed, in writing, not to disclose it to others. Some of those employees, contractors and affiliated organizations may be located outside of your home country; by using our websites and services, you consent to the transfer of such information to them. We will not rent or sell potentially personally-identifying and personally-identifying information to anyone.

We may be required to disclose an individual's personal information in response to a lawful request by public authorities, including to meet national security or law enforcement requirements.

If we ever were to engage in any onward transfers of your data with third parties for a purpose other than which it was originally collected or subsequently authorized, we would provide you with a prior opt-out choice to limit the use and disclosure of your personal data.

Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. We use cookies across our sites to help identify and track visitors, their usage of our services, and their website access preferences. We describe the specific cookies used in the sections below. Visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using our websites, with the drawback that certain features may not function properly without the aid of cookies.

What Personal Data We Collect and Why We Collect It

Registered Users

If you create an account on one of our sites, you will be prompted to select a Username and provide your Email Address. When choosing a Username, we strongly advise you not use or include your real name. Usernames cannot be changed. Your Username and Email Address are stored in the website's database. Your Email Address is used to send you an email with a link to set your password or to send you an email with a link to reset your password in the event you forget your password. Once an account is created, you must contact us to have it deleted. Accounts have a User ID assigned to them when they are created. The User ID cannot be changed. You may optionally complete your Profile by providing your First Name, Last Name, Website (URL). These additional details are also saved in the website's database. You may edit these details, and your Email Address, in your Profile/user access at any time. You may also choose how your name is displayed (your Display Name) to visitors to the site (e.g. in logs that are created) in your Profile. Your Username, First Name, Last Name and Email Address are accessible by employees on the

site. If you attempt to log in to our site, we will set a temporary cookie to determine if your browser accepts cookies at all. This cookie contains no personal data and is discarded when you close your browser. If you have an account and you log in to a site, we will set up several cookies to save your login information and some of your screen options. The logged-in cookies last for two days, and the screen options cookies last for a year. If you select “Remember Me” these cookies will persist for two weeks. If you log out of your account, the login cookies will be removed. It is important that you log out if you are using a public computer.

For users that register on one of our sites, we also store the data they provide in their profile indefinitely. All registered users can see, change or delete most of that data at any time except their login name/nickname.

Email/Chat/Contact Forms

We use Microsoft platform to process all internal email and communication with our customers. Microsoft’s privacy policy is available on its site. Customers that email us, or use any of the contact forms on our websites, will have their email address, IP address, and any data provided in the contact form or body of the email stored in Microsoft archives and in our CRM, Zohomail, mautic automation tool and active campaign marketing tool. Each vendors privacy policy is available on its website.

We use talk.to to provide live chat services. Any data provided during a live chat session with one of our team members will be recorded and logged in CRM and Mautic. This includes your name, email address, and IP address.

We keep all email and chat communication indefinitely to help us provide support and improve our services. Individuals can request copies of any previous correspondence with us at any time.

Embedded Content From Other Websites

Embeds are pieces from other websites that are shown from time to time on our websites. They behave in the exact same way as if the visitor has visited the other website and may use cookies or capture information. Typically embedded content is from websites that share videos, images, or other content. These services may collect your IP Address, your User Agent, store and retrieve cookies on your browser, embed additional third-party tracking, and monitor your interaction with that embedded content, including correlating your interaction with the content with your account with that service, if you are logged in to that service.

Links to the privacy policies of the most common services have been included below. Where a general privacy policy is not available, the applicable country is indicated.

- Facebook
- Instagram
- Twitter
- WordPress Plugin Directory
- MailChimp
- Mautic
- Active Campaign
- IContact
- Zapier
- Google Analytics
- Stackpath

We use Google Analytics for tracking visitors and aggregating information about the traffic to our websites. The Google Analytics privacy policy can be found on its Analytics site. You can learn more about how to opt-out of tracking in Google Analytics by visiting google.

Marketing Campaigns

We use email marketing to communicate with customers and potential customers from time to time. All email lists and campaigns are “opt -in” meaning we will not send you these sorts of emails unless you indicated that you wish to receive them during signup or other interactions on our website.

We may send you “system” emails, such as password reset requests or payment notifications/receipts even if you have not opted-in to email marketing lists. All marketing emails sent by us will include an unsubscribe link in the footer of the email. Emails sent to you may also include standard tracking, including open and click activities. We use MailChimp and Contact for the delivery of email services. Mailchimp’s and Icontact privacy policy can be found on respective sites. We may utilize social media and web advertising campaigns. These service providers use cookies on our sites and/or pixel tracking to serve ads across the different platforms.

Google Adwords

Twitter

Facebook

LinkedIn

Ad Roll

How do I change my cookie settings?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

Find out how to manage cookies on popular browsers:

[Google Chrome](#)

[Microsoft Edge](#)

[Mozilla Firefox](#)

[Microsoft Internet Explorer](#)

[Opera](#)

[Apple Safari](#)

To find information relating to other browsers, visit the browser developer's website.

To opt out of being tracked by Google Analytics across all websites, visit

<http://tools.google.com/dlpage/gaoptout>

We are planning to enhance our cookie tool to allow users to more easily change their cookie settings after their initial choice.

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 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 PFIPL website may contain links to third-party websites. PFIPL 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 PFIPL'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.