

OneView Media - User Data

GuestTek Interactive Entertainment is the Processor of your personal data.



1. Data We Collect

In order to operate the features of the OneView Media Platform, we collect any of the following data depending on your use of the features within the OneView Media Platform.

- Personal Device Mac address
- Hotel room number
- Hotel guest name
- Hotel room folio account transactions

2. How We Use Your Data

- If you choose to use the Casting solution on OneView Media, the OneView Media solution uses the mac address for device to connect the TV or STB to your personal device (Phone / Tablet)
- For personalization of the OneView Media Home screen we will use the hotel room number.
- For personalization of the OneView Media Home screen we will use the hotel guest name.
- When using the Hotel Folio Review feature, the OneView Media solution will request your hotel folio information to display all the transactions that are currently on your hotel bill.
- Support Services will use the hotel guest or hotel staff name during the resolution of any OneView Media support Incidents.

3. Sharing Your Data

We share your data with a 3rd party, such as a Call Center, in order to provide OneView Media users with first line Customer Support Services. They will have access to your information as reasonably necessary to perform these tasks on our behalf and are obligated not to disclose or use it for other purposes.

4. Data Retention

We retain your data for 90 days locally in order to assist with any troubleshooting that we may need to carryout in the process of incident management.

5. Cross-Border Data Transfer

If you are not located in Canada, we transfer and use your data outside your country to Canada for reporting purposes whilst honouring Binding Corporate Rules. GuestTek guarantees that we process your data with the same level of protection outside the EU as within the EU and in line with the Privacy Shield requirements.

6. Lawful Bases for Processing

We have lawful bases to collect, use and share data about you. We will only collect the personal data about you where we have lawful bases. Lawful bases include consent. At any time if you wish to withdraw your consent this can be done by deleting the application from your device and please email the GDPRinfo@guest-tek.com

7. Rights of the Data Subject

For personal data that we have about you:

- **Delete Data:** You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide Services to you).
- **Change or Correct Data:** You can ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.
- **Object to, or Limit or Restrict, Use of Data:** You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).
- **Right to Access and/or Take Your Data:** You can email us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form. GDPRinfo@guest-tek.com

8. Security

In order to protect information, we are ISO 27001 certified.

We have also updated our Privacy Policy which you can find [here](#) on our website