POLOSYS HOTELIX - PRIVACY POLICY

Standard Hotel & Guest Data Protection Policy

Effective Date: October 2026 | Polosys Hotelix PMS

1. Scope & Commitment

Polosys Hotelix PMS provides enterprise property management software to hoteliers and accommodation providers globally. We respect the privacy of hoteliers, staff members, and hotel guests whose personal and transactional information is processed within our system.

2. Information We Collect & Process

Guest Information: Names, contact details, national ID/passport data, booking preferences, and check-in/check-out logs recorded during hotel stays.

Payment & Billing Details: Masked card numbers, transaction identifiers, payment gateway tokens, and ZATCA Phase-2 compliant tax invoice records.

Staff & System Credentials: Role permissions, audit trails, activity timestamps, and authorized access credentials.

3. Data Security & Storage

All guest records, guest ID attachments, and billing data are encrypted at rest using AES-256 standard and transmitted via secure TLS 1.3 protocol. Uploaded guest documents are maintained in secure cloud storage with strict zero-trust access controls.

4. Compliance & Retention

We comply with Saudi Personal Data Protection Law (PDPL) and international data protection standards. Data is retained strictly in accordance with local hospitality regulatory requirements.