

# SMS



## SPRINGER-MILLER SYSTEMS

### <sup>SMS</sup>|HOST v22.1 - THE IMPACT TO YOUR PROPERTY

Springer-Miller Systems recognizes the importance to you of managing and securing the data privacy of your guests and is committed to providing appropriate tools to assist in meeting their expectations while complying with the regulatory environment.

The v22.1 release of <sup>SMS</sup>|Host included a package of Personal Data Privacy Controls, a significant security policy change and tools for compliance with the EU's General Data Privacy Requirements (GDPR). There were also updates for <sup>SMS</sup>|Touch POS and SpaSoft Spa Management products with these data privacy controls.

With <sup>SMS</sup>|Host v22.1, Springer-Miller Systems made a significant change to our data security position. Effective with this update, we no longer support access from external parties to harvest, scrape or mine data directly from a property's system – all Vendors will need to obtain data using an SMS-sanctioned export.

To help ensure that all of your vendors migrate to sanctioned exports, we have developed an inexpensive tool to facilitate the transition. This approach enables systems to utilize our new Secure Data Extract (SDE) utility which has been built to support automated, schedulable, secure, one-way data exports.

The SDE benefits your property by:

- Removing sensitive guest data prior to compression and encryption
- Reducing performance degradation from command errors, extremely large file sizes, ill-timed transmissions or inappropriate 'harvesting' methods
- Providing a reliable, programmed transfer of data
- Allowing for greater processing frequency with extract intervals measured in minutes

In order to upgrade to the <sup>SMS</sup>|Host v22.1 Data Privacy release, all systems will need to communicate with 3rd party products via an interface or a sanctioned export. Any products that are currently accessing data directly from <sup>SMS</sup>|Host will need to leverage the advantages of the Secure Data Extract.

Please contact your vendors and encourage them to visit [www.springermiller.com/SDE](http://www.springermiller.com/SDE) to access information for this data security program. Initiating this process quickly will help avoid any disruption in service. I would also ask that you share this letter with the appropriate team members at your property.

Your SMS Account Manager is happy to assist you in planning for your <sup>SMS</sup>|Host upgrade and the transition process for your vendors so please reach out to them, as well.

Please direct any questions regarding Springer-Miller System's SDE initiative to Rick Downing, Sr. Product Manager for <sup>SMS</sup>|Host at [Rick\\_Downing@SpringerMiller.com](mailto:Rick_Downing@SpringerMiller.com).