

GDPR – OUR COMMITMENT

Overview

The European Union (EU) General Data Protection Regulation (GDPR) is the most significant of European privacy legislation passed in the last several years. It replaces the 1995 EU Data Protection Directive and strengthens EU individuals' rights over their data. The GDPR also serves to create a more uniform data protection law across Europe.

Agilysys pledges to support our customers in their GDPR compliance efforts. We understand the critical role our hospitality software plays in that journey, and are constantly improving security features, setting policies, and creating documentation for our suite of software solutions to be used in meeting the GDPR's exacting standards.

Our Services

On-Premises Products: Our on-premises products operate on hardware owned or leased by our customers, at locations that they control. In this case, our customer is both the controller and processor – as defined by the GDPR – and therefore solely subject to its rules.

Hosted Products: Our hosted products operate on hardware, and in data center space, leased from third-parties. We assist in managing the product on our customers' behalf. In this case, we are a processor, and have made the below commitments concerning our GDPR obligations.

SaaS Products: SaaS products are software operated on infrastructure that we own or manage, which our customers access via the internet. We are therefore a data processor regarding these products. We have made specific commitments below concerning our processor obligations under the GDPR.

Customer Relationship: We maintain a minimal amount of work-specific information on some of our customers' employees - such as their names, work e-mail, and work telephone - that is voluntarily provided and necessary to conduct our business relationship. In this case, we are a processor and will satisfy the below GDPR commitments.

Customer Support: From time to time, our customers may ask us to assist with product troubleshooting – either remotely or on-premises – which may incidentally grant us access to our customers' guests' data. Although we do not retain this data, and will delete it if it is unintentionally retained, we consider ourselves a processor in such a situation and will meet the below GDPR commitments.

Our Commitment

As a global organization we are committed to the principles outlined by the GDPR:

- Implementing technical and organizational measures to provide adequate protection of our customers' data;
- Using agreements containing the GDPR's mandatory provisions;
- Processing data only on a lawful basis;
- Enabling our customers to determine whether, how, and why data is being processed;
- Ensuring that our employees involved in data processing are subject to appropriate obligations of secrecy;
- Supporting proper requests to access, correct, search, export, or erase any processed data;
- Transferring data from the EU only to adequate jurisdictions, and only via lawful transfer mechanisms;
- Assisting our customers with audits, compliance, investigations, or certifications; and
- Documenting data breaches, and timely notifying our customers when they occur.

ABOUT AGILYSYS

Agilysys has been a leader in hospitality software for more than 40 years, delivering innovative guest-centric technology solutions for gaming, hotels, resorts and cruise, corporate foodservice management, restaurants, universities, stadia and healthcare. Agilysys offers the most comprehensive software solutions in the industry, including point-of-sale (POS), property management (PMS), inventory and procurement, payments, and related applications, to manage the entire guest journey. Agilysys is known for its leadership in hospitality, its broad product offerings and its customer-centric service. Some of the largest hospitality companies around the world use Agilysys solutions to help improve guest loyalty, drive revenue growth and increase operational efficiencies. Agilysys operates across North America, Europe, Asia-Pacific, and India with headquarters located in Alpharetta, GA. For more information visit Agilysys.com.