Invite Inhouse Privacy Policy

Effective from 26.02

1. **INTRODUCTION**

This Privacy Policy outlines how Invite InHouse processes personal data collected through the app. By using Invite InHouse you agree to the terms of this Privacy Policy. This document is an integral part of the Terms of Use governing your use of the app.

Key terms:

"Personal Data" refers to any information that can be linked to an identified or identifiable natural person (the "data subject").
"Processing" refers to any operation performed on personal data, such as collection, storage, use, or sharing.

2. **PURPOSE OF DATA COLLECTION**

Invite InHouse collects and processes personal data for the following purposes:

- To deliver and improve the core functionality of the app.
- To communicate with users about accounts, updates, and promotions (where applicable).
- To ensure compliance with applicable laws and regulations.

3. **CATEGORIES OF PERSONAL DATA COLLECTED**

We process the following categories of personal data:

- **User Information:** Phone number and email address.
- **App Usage Data:** Actions performed within the app (e.g., login times).
- **Technical Data:** Device type and operating system.
- **Crash Reports:** Technical error data and activation ID for debugging purposes.

4. **DATA SUBJECTS**

The personal data processed pertains to the following categories of data subjects:

- Registered users of the app.
- Individuals who communicate with Invite InHouse support or use Invite InHouse services.

5. **LEGAL BASIS FOR PROCESSING**

Invite InHouse processes personal data based on:

- **Contractual Necessity:** To deliver services described in the Terms of Use.
- **Legal Obligations:** Compliance with applicable laws or regulatory requirements.

6. **DATA RETENTION**

Personal data is retained only as long as necessary for the purposes described in this Privacy Policy or as required by law:

- **Contact Information:** Retained as long as your account is active.
- **Technical Data:** Retained as long as your account is active.
- **Access Control**: Employee access to personal data is restricted.

7. **DATA SECURITY**

Invite InHouse implements the following measures to ensure data security:

- **Encryption:** All personal data is encrypted during transfer and storage.
- **Access Control:** Employee access to personal data is restricted.

8. **RIGHTS OF DATA SUBJECTS**

You have the right to:

- **Access Personal Data:** Request a copy of the data we hold about you.
- **Correct Data:** Rectify any inaccuracies in your personal data.
- **Delete Data:** Request the deletion of your account and associated data.
- **Restrict Processing:** Limit how your data is processed.
- **Data Portability:** Receive your data in a structured, commonly used format.

To exercise these rights, contact us at support@visitinvite.com.

9. **SUB-PROCESSORS**

Invite InHouse utilizes the following sub-processors to deliver services:

- **Twilio (USA):** SMS communication services.
- **AWS (EU):** Data storage and hosting.

All sub-processors comply with GDPR and other relevant privacy frameworks.

10. **DATA BREACH NOTIFICATION**

In the event of a data breach, Invite Guest Technology AS will notify affected users and relevant supervisory authorities without undue delay, including:

- The cause and scope of the breach.
- Likely consequences of the breach.
- Measures taken to mitigate risks.

11. **CRASH REPORTING**

Invite InHouse uses Firebase Crashlytics to collect crash reports that help us improve app stability and fix technical issues. When a crash occurs, the following data is collected:

- Technical information about the crash (e.g., stack traces, device state)
- Device information (model, OS version)
- App version
- Activation ID to help identify specific user sessions

12. **CHANGES TO THE PRIVACY POLICY**

This Privacy Policy may be updated to reflect changes in legal requirements or app functionalities. We encourage users to review it regularly. Significant changes will be communicated via the app or email.

13. **CONTACT INFORMATION**

For questions or concerns regarding this Privacy Policy, contact us:

- **Email:** support@visitinvite.com
- **Address:** PEAK Sunnfjord, Hafstadvegen 23, 6800 Førde.

TERMS OF USE FOR Invite InHouse

Effective from: 26.02.26

1. INTRODUCTION

These Terms of Use ("Terms") govern your use of the Invite Inhouse App ("App"). By using the App, you fully accept these Terms. If you do not agree to the Terms, you must not use the App.

2. DESCRIPTION OF SERVICES

Invite Inhouse is a digital work tool for housekeeping and maintenance staff, providing room access, room status visibility, and the ability to mark tasks as completed.

App offers:

- **Door access:** Open assigned room doors digitally based on granted permissions
- **Booking visibility:** View the next guest booking for each room
- **Lock adjustments (maintenance):** Perform simple lock settings such as end-to-end access and auto-lock configuration
- **Task management:** Create and manage cleaning or maintenance tasks directly in the app
- **Cleaning completion:** Check out rooms once cleaning is completed
- **Maintenance completion:** Close maintenance tasks when work is finished

3. USER REGISTRATION AND ACCOUNT

To use the **InHouse** app, you must have a registered user account in the **Invite Control Panel**. Access to the app is restricted to the following user roles: **Cleaning, Maintenance, Receptionist and Admin**. Each role provides access to specific features within the app.

Your account and role are assigned by your manager or designated administrator, and you will only have access to the locations explicitly authorized for your role.

You are responsible for providing accurate and up-to-date information during the registration process. You must also maintain the confidentiality of your account credentials and are solely responsible for all activity that occurs under your account. You must immediately notify us if you suspect or become aware of any unauthorized use of your account.

4. USER OBLIGATIONS

You agree to:

- Not use the App in violation of applicable laws and regulations.
- Not attempt to gain unauthorized access to the App or related systems. – Not share your user account with others.
- Not use the App to distribute harmful software or unwanted content.
- Not attempt to damage or disrupt the functionality of the App.
- Handle digital keys and access rights securely and responsibly.

5. INTELLECTUAL PROPERTY

All intellectual property rights to the App belong to Invite Guest Technology AS or our licensors. You are granted a limited, non-exclusive, non-transferable license to use the App. You may not copy, modify, or distribute any part of the App without prior written consent from Invite Guest Technology AS.

6. PRIVACY AND DATA SECURITY

Our processing of personal data is governed by our Privacy Policy, which is an integral part of these Terms. We implement strict security measures to protect digital keys and access rights and ensure the privacy and security of user data.

7. AVAILABILITY AND CHANGES

We strive to maintain high availability of the App but cannot guarantee uninterrupted access. We reserve the right to:

- Make changes to the App and its functionality.
- Update or amend these Terms.
- Temporarily or permanently discontinue the service.

In the event of planned maintenance that may affect access to digital keys, users will be notified in advance.

8. LIMITATION OF LIABILITY

The App is provided “as is” without warranties of any kind. We are not liable for:

- Indirect or consequential losses.
- Losses due to technical issues beyond our control.
- Loss of data or content.
- Issues related to third-party integrations (e.g., booking systems or IoT devices).

We are also not responsible for losses resulting from the misuse of digital keys or unauthorized access.

9. TERMINATION

You may terminate your use of the App at any time. We may suspend or terminate your access to the App if you breach these Terms.

10. GOVERNING LAW AND JURISDICTION

These Terms are governed by Norwegian law. Any disputes shall be resolved amicably. If an amicable resolution cannot be achieved, disputes will be settled in Norwegian courts.

11. CONTACT

For questions regarding these Terms, contact us at: – support@visitinvite.com

Address: PEAK Sunnfjord, Hafstadvegen 23, 6800 Førde

Remove my data

How to Delete Your app Account

Employee data deletion
How to request deletion or restriction
Invite InHouse is used by employees and other authorized staff members. If you want to request deletion, correction, or restriction of your personal data, use one of the following channels:

1. 1. Contact your employer/administrator (hotel or company) that manages your user account.
2. 2. Or contact Invite support at support@visitinvite.com.

When submitting a request, include:
- Full name
- Work email or phone number linked to your account
- Employer/property name
- Activation ID (if available)
- Request type (access, correction, deletion, restriction, portability)

What may be deleted

Subject to legal and security obligations, we may delete or anonymize:
- Account profile data
- App usage data linked to your user
- Device and technical identifiers linked to your user
- Support communication history

What may be retained

Some data may be retained where required by law, contract, or legitimate security needs, for example:

- Access and audit logs required for security investigations
- Records required for legal compliance or dispute handling
- Anonymized or aggregated statistics that cannot identify you

Processing time

We handle requests without undue delay and normally within 30 days. If the request is complex, the response time may be extended as allowed under applicable law.

Important Information- Deletion cannot be undone

– All active bookings must be completed before deletion can be processed
– Data required to be retained by law (such as accounting data) will be kept in accordance with applicable legislation but will not be available for further use
– Anonymized statistics and aggregated data may still be retained

Questions?

Do you have questions about deleting your account or the processing of personal data?

Contact us at:
Email: support@visitinvite.com
We are committed to protecting your privacy and processing your data in accordance with applicable privacy legislation.