playsafe systems

PlayDesk Manager and GDPR

Overview

The GDPR regulations require holders of “Personal Data” to take necessary steps to be compliant. This is ultimately the responsibility of the machine operator who should have in place their own specific GDPR policy, however this document makes some suggestions for the operation of the PlayDesk loyalty system to assist in this compliance.

Player Agreement

It is recommended that when players are initially added to loyalty system and issued a smart card they fill in and sign a standard form for the site which includes whatever personal information they are prepared to release plus their agreement to opt-in to various promotions and communications. The attached form is an example of what could be on such a form.

The player agreement should also refer to any changes made by the Player to their information using the Terminal as deemed to be part of the agreement. Players should also be advised to change their PIN to protect their information and that by signing they are agreeing to the storage and usage of their information for the purposes of the loyalty promotion system.

Information Storage and Access

Machine operators should ensure that only necessary members of staff are permitted access to the Player information in PlayDesk Manager and that they should be advised of their GDPR responsibilities with regard to that information. This should include:

- Confidentiality of the personal information
- Not divulging or discussing the personal information other than for the purposes of the business
- Not copying anything from the system unless authorised

Subject Access request

Most information is available for the Players to check for themselves anytime on the terminal, however should they want a formal copy it can be printed using the Players Report in PlayDesk Manager, selecting just that Player.

Removal of Personal data

Specific personal data e.g. address, phone numbers, email and opt-in's can be removed by the player on the Terminal.

Should a player wish to be removed completely from the system the following approach is recommended to ensure that the points & machine history integrity is maintained overall whilst removing anything personally attributable:

- Change the name of the player to "Removed Player" and assign a unique ID number
- Delete their address, email, phone number and "opt-ins"
- Change their birthday to 1/1/1930 and anniversary to 1/1/1930
- Delete their cards
- Remove any player notes
- If a Player Image has been uploaded replace it with a blank/unrecognisable jpeg file.
- Update the changes
- Remove the Player

Example "Sign Up" form

"What gets measured gets managed"

Peter Drucker - management guru

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Example "Sign Up" form

ID Number	

First Name	
Family Name:	
Address 1	
Address 2	
Town	
County	
Postcode	

Email:
Mobile Phone -
Home Phone -

Date of Birth:
Anniversary

OPT-IN to Promotions

Email	Y/N
SMS/Text	Y/N
Mail	Y/N

Cards Issued

Photo	Y/N

Initial Group(s)

I accept the terms conditions of the loyalty and promotion scheme and the holding of the personal data and opt-ins above and as subsequently updated at my request.

I have been advised to change my PIN number to protect my data.

Signed	Date