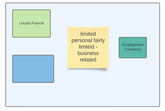
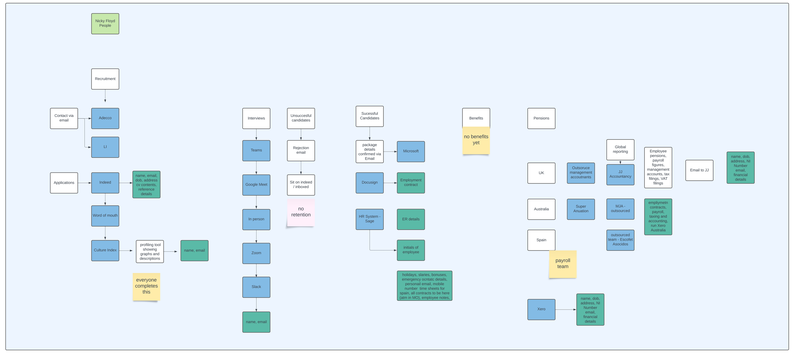
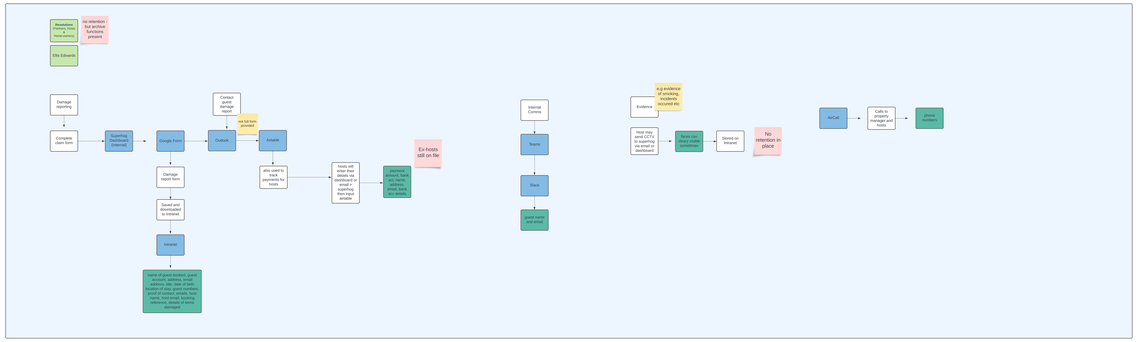
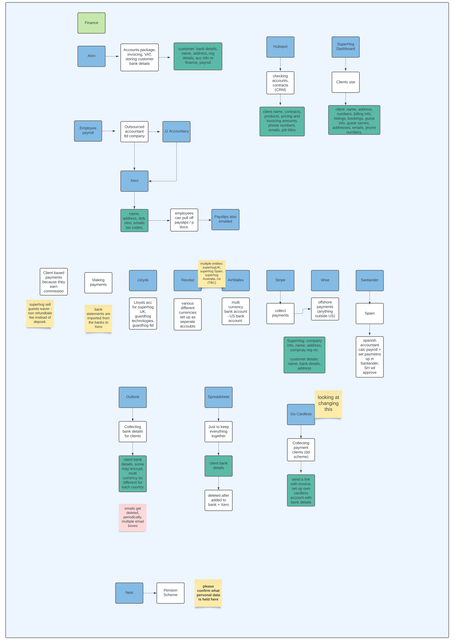
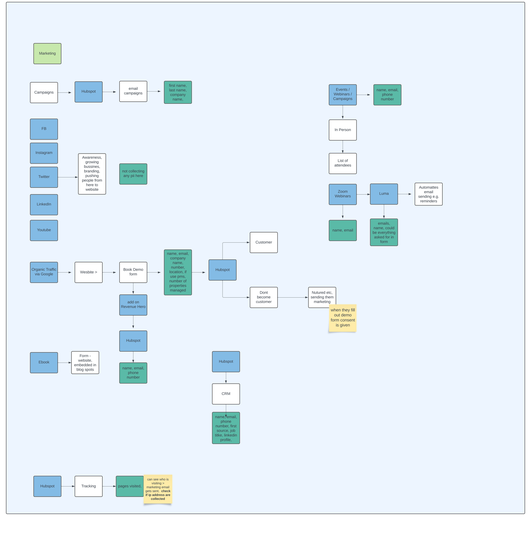

Louise Francis
limited personal fairly limited - business related
Employment contracts

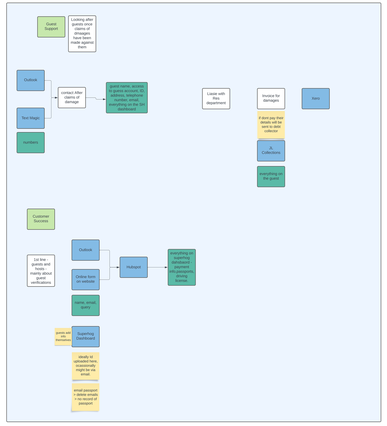
Key
Department
Personal Data
System
Purpose of processing
Headers

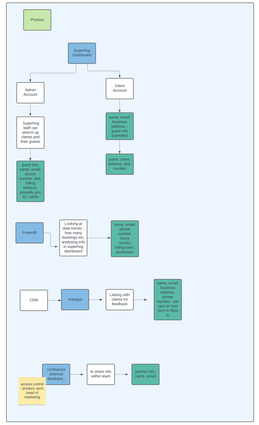

Nicky Flood
People
Recruitment
Contact via email
Admin
LJ
Applications
Indeed
name, email, cv, address, cv contents, cv details
Word of mouth
Culture Index
profiling tool showing personality descriptions
name, email
everyone completes this
Interviews
Teams
Google Meet
In person
Zoom
Slack
name, email
Unsuccessful candidates
Rejection email
Sit on indeed / relevant
no retention
Successful Candidates
package details confirmed via Email
Deccanger
HR System Sage
Microsoft
Employment contract
HR details
initials of employee
address, family, medical, emergency contact, details, personal email, mobile number, bank details, tax, tax form, dl, contract to be filled, sent to NHS, employee notes
Benefits
no benefits yet
Pensions
UK
Australia
Spain
payroll team
Outsourced Management accountants
Global reporting
JJ accountants
Super Broadlink
BDA - Outsourced
Outsourced accountant - Sarah Annette
Employee contracts, payroll, payroll figures, accounts, accounts, tax filings, VAT filings
employee contracts, payroll, banking and accounting, Australia
Email to JJ
Xero
name, dob, address, tfn, tax, email, bank details
name, ni, address, tfn, Number of Hours, Annual Salary

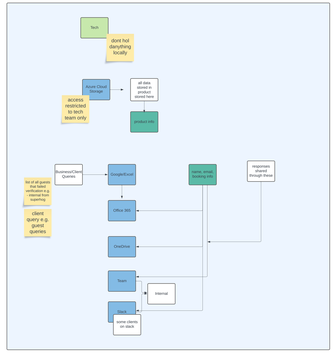

Residence (Freeing, Lowa, Home owners)
no retention - no legal functions present
Ellis Edwards
Damage reporting
Complete claim form
SuperHog Dashboard (Reports)
Google Form
Outlook
Contact guest damage report
no full form provided
Airtable
Damage report form
Saved and shared to Intranet
Intranet
name of guest involved, guest contact details, guest address, dob, date of birth, location of stay, guest nationality, guest ID, guest phone number, name, host email, booking reference, details of future damages
alert used to trace back to hosts
hosts will enter their details via spreadsheet, email + superhog dashboard, airtable
Ex-hosts still on file
employee details from hosts, address, group form, cars, contracts
Internal Comms
Teams
Slack
guest name and email
Evidence
e.g.evidence of smoking, incidents recorded etc
Hitter may send CCTV to superhog via email or dashboard
Stores in theory same as Contracts
Stored on Intranet
No retention in place
AirCall
Calls to property manager and Jools
phone numbers

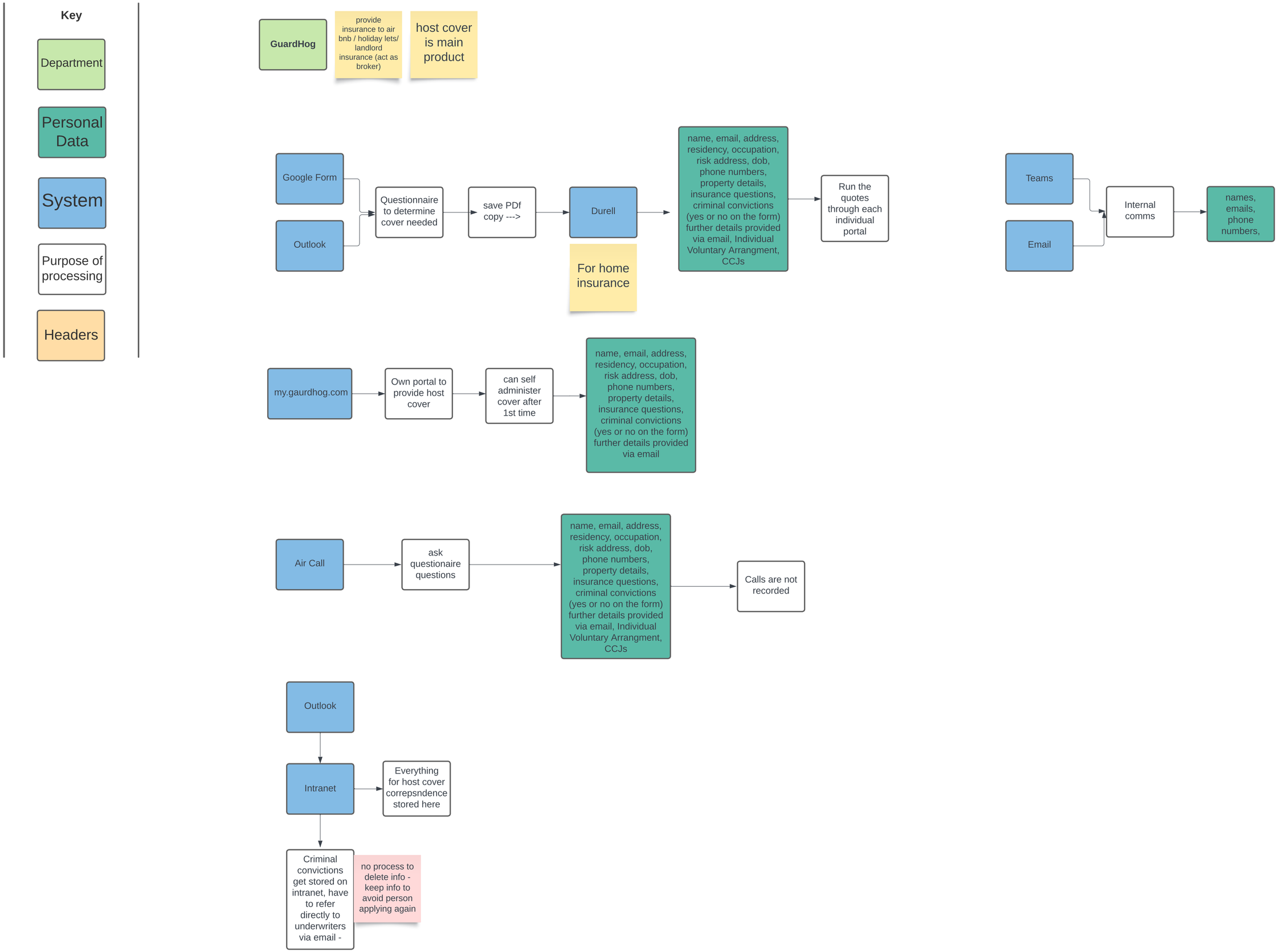

Finance
Xero
Accounts package - Xero - sharing customer bank details
Customer bank details, address, contact details, ect.+ DR for finance, payroll
Hubspot
checking contracts, contracts (CRM)
Hubspot bank customer details, sharing and invoicing amounts, phone numbers, contracts (CRM, job titles)
Superhog Dashboard
Clients use
name, name, address, company, billing info, fillings, bookings, guest details, ID, phone numbers, addresses, emails, phone numbers
Employee payroll
Outsourced accountant - Sarah Annette
JJ Accountants
Xero
name, address, dob, tfn, salary, tax, email
employees can pull off payslips, contracts, ect.
Payslips also emailed
Client based accounts because they earn commission
superhog will guess name - has introduced a new field - discuss
Making payments
bank statements are sent through the banks to Xero
Lloyds
Lloyds acc for salary payments (guesthog) (superhog fee)
Revolut
multiple entities: superhogdb, superhog fee, guesthog fee, multi currency
various accounts, otherwise set up as separate accounts
Airtables
multi currency, bank account - US bank account
Stripe
collect payments
Wise
offshore payments (anything outside US)
Santander
Spain
accrent accountant - Spain - Sarah set payments up in Santander - Sim will approve
superhog, company, ent, name, address, company reg no.
customer details: name, bank details, address
Outlook
Collecting invoices for clients
Invoice sent to people, some may average invoices, currency ect. different for each country
emails get deleted, information lost - multiple email boxes
Superworkbench
Just to keep everything together
Guest name details
deleted after bank + Xero
Go Cardless
looking at changing this
Collecting invoices, clients, dob, sch/email
Send DD with invoice, set up new customer, account info, bank details
Nest
Pension Scheme
please confirm what personal data is held here


Marketing
Campaigns
Hubspot
email campaigns
first name, last name, company name
FB
Instagram
Twitter
LinkedIn
Youtube
Awareness, leads, conversions, branding, reach, people from here to website
set collecting dog ed tests
Organic Traffic via Google
Weebly +
Book Demo form
name, email, company, number, number of people, use prio, invoice or quote, managed
Hubspot
Customer
Dont become customer
Nutured etc. sending them marketing
when they fill out form form consent is given
add on Personal Mail
Hubspot
Elfsink
Form - website - sing up - sing spots
name, email, phone
Events / Webinars / Campaigns
name, email, phone number
In Person
List of attendees
Zoom webinars
Luma
Automation - sending e.g. reminders
name, email
name, email, name, could be phone, ID, or other ID or Tree
Hubspot
Tracking
pages visited
can see who is visiting - reviewing email - IP address - IP address as collected


Guest Support
Looking after guests - claims of damages - guests have been have against them
Outlook
Text Magic
Airtables
contact after claims of damage
guest name, account, guest phone, address, telephone number, email, company, ID, DR, dashboard
Liaise with Site department
Invoice for damages
Xero
If dont pay then need to send to debt collector
JL Collections
everything on the guest
Customer Success
1st line - guests and Hosts - Sarah sends guest verifications
Outlook
Online form on website
name, email, query
Hubspot
everything in SuperHog Dashboard - customers only - everything coming from
guests go on Permission
SuperHog Dashboard
ideally a uploaded form, but guests might be via email
email passport + delete emails after - keep passport


Product
SuperHog Dashboard
Admin Account
Client Account
Superhog staff can search up guests in the guest
name, email, phone number, address, guest form, contracts
guest name, email, phone number, nationality
guest name, email, phone number, address, billing, address, company, ID / DR
PowerBI
Looking at data trends - guests, hosts, bookings etc, analysing info - sharing on dashboard
name, email, phone number, home, industry, company, particulars
CRM
Hubspot
Liaising with clients for feedback
name, email, company, address, telephone, number, call and sms, tag, ID, Tree
confidence - sensitive - dashboard
to share info within team
partner name, email
access control - Product, Head of marketing


Tech
dont hot dorsything locally
Azure Cloud Storage
access restricted to tech team only
all data - product product stored here
Product DB
list of all guests - used for verification e.g. internal from superhog
client query e.g. guest queries
Response/Client Queries
GoogleEscript
name, email, tracking info
Hotjar/page analytics through these
Office 365
ClaroNext
Teams
Internal
Slack
some clients on slack


Key
Department
Personal Data
System
Purpose of processing
Headers
GuardHog
provide insurance to air bnb / holiday lets/ landlord insurance (act as broker)
host cover is main product
Google Form
Outlook
Questionnaire to determine cover needed
save PDf copy --->
Durell
For home insurance
name, email, address, residency, occupation, risk address, dob, phone numbers, property details, insurance questions, criminal convictions (yes or no on the form) further details provided via email, Individual Voluntary Arrangment, CCJs
Run the quotes through each individual portal
Teams
Email
Internal comms
names, emails, phone numbers,
my.gaurdhog.com
Own portal to provide host cover
can self administer cover after 1st time
name, email, address, residency, occupation, risk address, dob, phone numbers, property details, insurance questions, criminal convictions (yes or no on the form) further details provided via email
Air Call
ask questionaire questions
name, email, address, residency, occupation, risk address, dob, phone numbers, property details, insurance questions, criminal convictions (yes or no on the form) further details provided via email, Individual Voluntary Arrangment, CCJs
Calls are not recorded
Outlook
Intranet
Everything for host cover correpsndence stored here
Criminal convictions get stored on intranet, have to refer directly to underwriters via email -
no process to delete info - keep info to avoid person applying again