



PassportScan
Cloud

Security, Compliance & Trust Architecture

A comprehensive overview of the PassportScan Cloud data protection ecosystem.

Your Partner in Secure Digital Identity

GlobeID Limited: Dublin-based provider of B2B digital identity verification.



Security

Strict data minimization.



Compliance

GDPR & Police Reporting.



Reliability

99.5% Uptime Target.

Our Promise: We process guest data solely on documented instructions to ensure seamless check-ins and strict legal **compliance**. From **digital ID scanning** and PDF signatures to self-check-in kiosks and PMS integrations.

The Foundation: Global Infrastructure & Data Residency



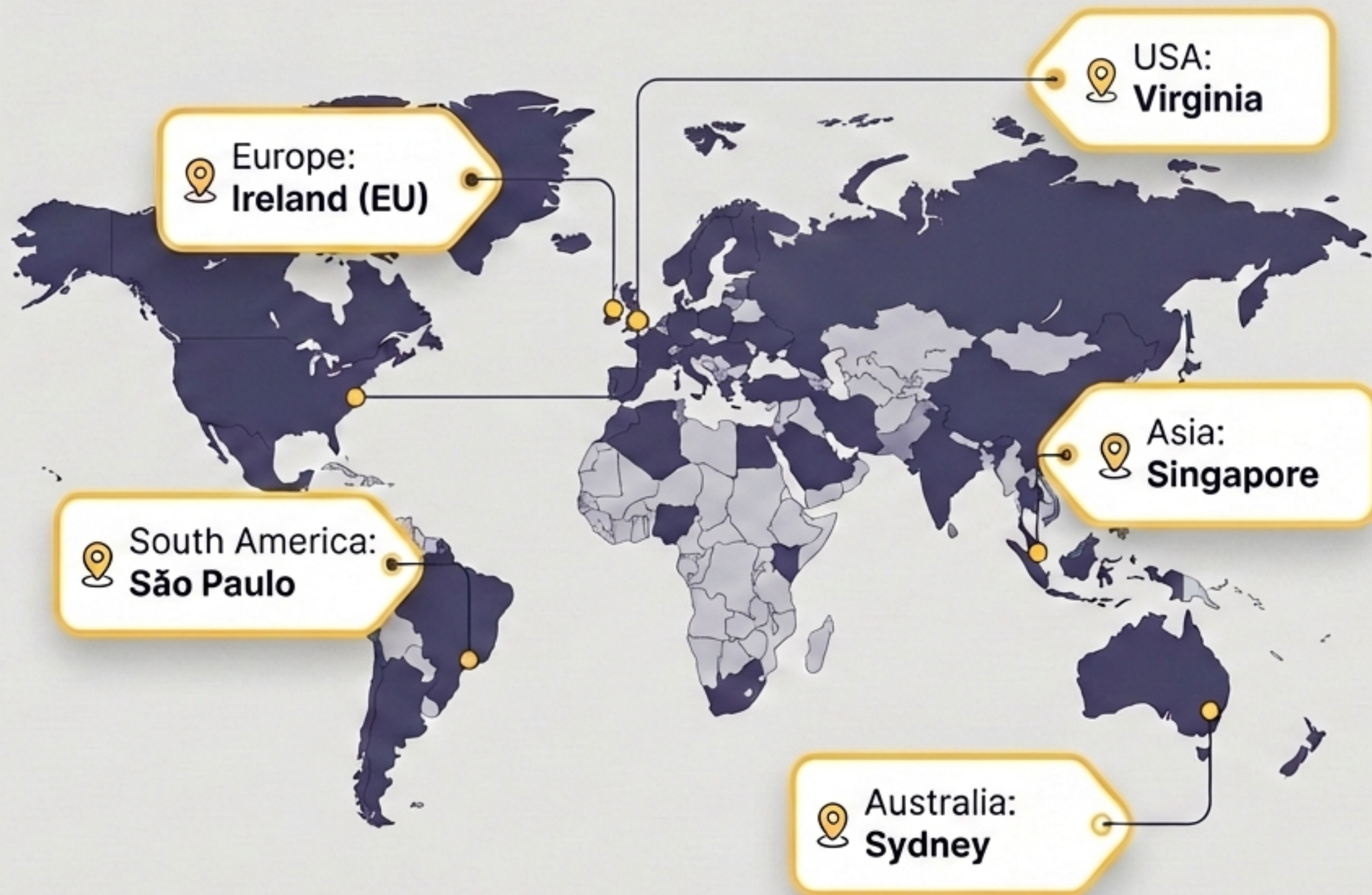
Hosting Provider: Amazon Web Services (AWS).



Regional Data Storage: We align data storage with your hotel's operational location to ensure sovereignty.



Security: Logical segregation of customer data by region and account.



Edge Security & On-Device Processing

Local Processing

Sensitive document processing (OCR) is performed locally on the end-user's mobile device.



Result

Third-party OCR vendors never receive Personal Data and are not considered Sub-processors.

The Firewall

No raw identity documents or extracted sensitive data are transmitted to third-party OCR providers.

Data Types

Passports, ID cards, visas, driver's licences, and MRZ data.

Encryption & Access Control



At Rest



Sensitive Personal Data is stored in encrypted Amazon S3 buckets.



In Transit

All data transmission uses secure communication protocols.

Internal Security

-  Role-based access control (**RBAC**) with least-privilege principles.
-  Secure authentication, logging, and incident detection procedures are always active.

GDPR Compliance & Data Roles



Framework: Compliance with the EU General Data Protection Regulation (GDPR).



Supervisory Authority: Spanish Data Protection Agency (AEPD).



Data Controller (You): The Hotel/Customer. Determines purpose (check-in, legal reporting) and retention.



Data Processor (Us): GlobelD. Processes data only on your documented instructions.



Agreement: Data Processing Agreement (DPA) governs all processing activities.

Trusted Sub-Processors

We engage third-party sub-processors only where strictly necessary. We remain fully liable.

Amazon Web Services (AWS)

Cloud Infrastructure & Hosting (Ireland).



Vanta, Inc.

Security & Compliance/ISO 27001 monitoring (USA).



Clerk, Inc.

Identity & Authentication for staff/admins (USA).



Datadog, Inc.


Logging & Performance Monitoring (USA).



External DevOps





Infrastructure maintenance (EU/Remote).



 **Important:** No sub-processor processes raw identity documents or biometric data.

Service Level Agreement (SLA) & Availability

99.5%  Uptime 

-  **Availability Commitment:** We target a monthly service availability of 99.5%.
-  **Calculation:** Measured on a calendar-month basis (excluding scheduled maintenance).
-  **Scope:** Covers web dashboards, APIs, and backend services required for guest check-in.
-  **Maintenance:** Performed outside peak hours where possible with advance notice.

Support & Incident Response

 support@passportscan.net

Target Initial Response Times

Critical (Service Unavailable)
Within 8 business hours

High (Major functionality down)
Within 1 business day

Medium/Low
Within 2-3 business days

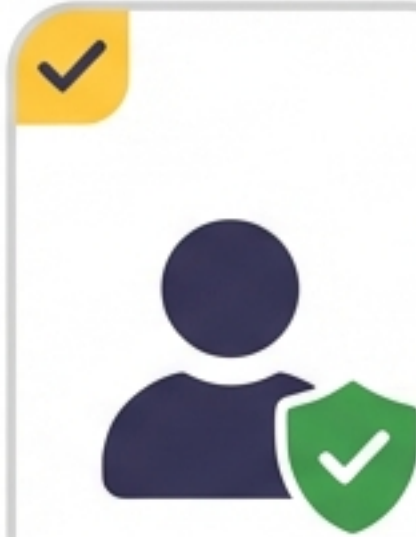
 **Support Hours:** Business hours (Mon-Fri), excluding Irish public holidays.

Data Retention & Subject Rights



Retention

Personal data is retained only as long as necessary to fulfill purposes defined by the Customer (Hotel). The Hotel controls the lifecycle.



Subject Rights

Guests have the right to access, rectification, erasure, and portability. Requests are directed to the Controller (Hotel).

Children's Data: Processed solely on Customer instructions where strictly necessary for legal compliance.

Web Privacy & Cookie Management

Strictly Necessary



Inter

Essential for functioning.
No consent required.

Analytics



Inter

Aggregated interaction
data (Google Analytics).
Performance improvement.

Marketing



Inter

Third-party personalization.
Requires explicit consent.

Control: Users can manage or withdraw consent at any time via the cookie settings link.

Intellectual Property & Licensing



License Certificate



Ownership: GlobelD does not own the underlying IP of the PassportScan technology.



Role: GlobelD operates as a service and maintenance provider under valid licenses from IP owners.



License Grant: Customers receive a limited, non-exclusive, non-transferable license for internal business use.



Restrictions: No reverse engineering, decompiling, or modification of the technology.

Summary of Processing Activities



- **Subject Matter:** Guest identity and check-in data.



- **Purpose:** Legal compliance, guest registration, and PMS transmission.



- **Data Subjects:** Guests (including minors) and accompanying persons.



- **Data Categories:** Full name, DOB, Nationality, Document images, MRZ data, Reservation info.



- **Operations:** Collection, recording, storage, transmission, erasure.

Contact & Corporate Information



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