



BEVERLY CLARK HOSPITALITY TRAINING NEWSLETTER

Providing Tools, Tactics and Resources to Catering Professionals



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Privacy Protection

As you know, privacy and the security of sensitive information are in the forefront of the news and legal world today. It is imperative that we safeguard our client's personal information.

In some cases, we have seen that we are emailing the credit card authorization form to our Event Hosts for completion and that some Event Hosts have chosen to return it via email. **Email is not considered a secure method for sending sensitive information.** Therefore, if the Host does not complete the credit card authorization form in person, please ask them to fax the form rather than emailing it. If a Host asks you to email the form to them, explain why fax is the preferable method for their protection. If your fax machine is not in a secure location, encourage your Hosts to complete the form in person or mail it to your attention.

Any forms that include, in addition to the Host's name, their social security number or banking information (bank account, routing numbers, etc.), should not be emailed, but faxed if they cannot be completed in person. Once received, the forms should be maintained in a secure environment (such as in the Event file, assuming the files are in a locked cabinet). The same care should be taken with sensitive Employee information.

For more information on the Beverly Clark Hospitality Training Programs, please contact Lynne LaFond DeLuca at lynne@beverlyclarkenterprises.com and visit our website at www.beverlyclarktraining.com

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