May I photograph a guest's identity card for eVisitor?

For: Private accommodation host

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Applicability: For private landlords providing accommodation in a private home

AZOP for guest registration directs the landlord to review the document and enter the necessary information, rather than routinely copying identity cards. Collect only the information required for a specific purpose.

Separate document preview from snapshot storage

The information required for an official registration and the entire photograph of the document are not the same thing. AZOP explicitly states in its frequently asked questions that a private landlord does not have the right to copy a guest's identity card when registering them on eVisitor.

Practically, organise identity verification and data entry so that document photographs are not stored in private messages, phone galleries or public folders. Explain to the guest why certain data are required and who processes them.

Keep the public guide separate from the booking data.

The public QR guide may include instructions on arrival, household appliances and local recommendations. Do not include guest lists, their documents, personal data or shared passwords for editorial access. Any content intended solely for a specific booking should be handled through the appropriate separate procedure.

Example of a safer organisation

Instead of a permanent folder of identity card photographs, organise the process through authorised access and the entry of the necessary data. If someone else handles the registration, define their authorisations and responsibilities in advance.

Specific next steps

1. Check which information is required for the official registration.
2. Organise preview and upload without routine storage of copies.
3. Inform the guest about the processing of their data.
4. Separate the public digital guide from the guest register.

Most common mistakes

• Keep photographs of documents, as they might be needed one day.

• Publish guests' data or private access credentials in the QR guide.

Limits of application

This does not address all other possible legal grounds and special procedures. For a specific digital application model or processing provider, carry out a separate review.

Sources

AZOP · Frequently Asked Questions, ID Card Copies and Landlords

https://azop.hr/najcesce-postavljena-pitanja/

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/iznajmljivac-osobni-podaci-gosta