

FHRAI Wraps Up DPDP Rules 2025 Awareness Summit, Highlights Data Protection as Hospitality Priority

Federation of Hotel and Restaurant Associations of India (FHRAI), in collaboration with the Hotel and Restaurant Association Western India (HRAWI), successfully concluded an Industry Awareness Summit on the Digital Personal Data Protection (DPDP) Rules 2025 in Indore, underscoring the growing importance of data protection and cybersecurity for India's hospitality sector.

Held at Omni Residency, the summit focused on helping hotels and restaurants understand the operational, legal and compliance implications of the DPDP Rules 2025, notified under the Digital Personal Data Protection Act, 2023. Discussions addressed sector-specific challenges, organisational preparedness and the need to integrate data governance into daily hospitality operations, as digital platforms increasingly power guest engagement and service delivery.

The summit was attended by senior industry leaders including Surendra Kumar Jaiswal, President, FHRAI; Jimmy Shaw, President, HRAWI; Garish Oberoi, Honorary Secretary, FHRAI; and Sumit Suri, Executive Committee Member, HRAWI and President, Indore Hotel Association. Former FHRAI Presidents K. Syama Raju and Pradeep Shetty were also present.

Tulsiram Silawat, Minister of Water Resources, Government of Madhya Pradesh, attended the summit as Chief Guest. Hon'ble Chief Minister Mohan Yadav addressed the gathering via a video message, highlighting Madhya Pradesh's tourism potential and announcing incentives of up to 30 percent for large hospitality projects under the state's tourism policy.

Addressing participants, Silawat said that 2025 has been dedicated to progressive industry policies in Madhya Pradesh and emphasised that the state's tourism and hospitality framework ranks among the best in the country. He noted that discussions around data protection and cybersecurity would help shape a forward-looking direction for the sector, aligned with the Prime Minister's vision of tourism-led economic development.

FHRAI President Surendra Kumar Jaiswal said the DPDP Rules 2025 represent a significant milestone for India's digital economy and are closely linked to building guest trust and ensuring long-term sustainability in hospitality. He added that the summit enabled members to better understand their responsibilities and the practical steps required to strengthen data governance systems.

Jaiswal also highlighted FHRAI's ongoing policy advocacy, including progress on single-window clearances, third-party fire safety audits, abolition of the Eating House Licence requirement in Delhi, and proposals to adopt dry fogging systems as alternatives to anti-smog guns. He further noted FHRAI's push for hotels and restaurants to procure directly from Farmer Producer Organisations (FPOs) to ensure tourism-led growth benefits farming communities.

HRAWI President Jimmy Shaw said the DPDP framework will directly impact day-to-day hotel and restaurant operations—from front-desk procedures and online bookings to vendor management and payment systems. He emphasised that the summit helped demystify compliance, especially for small and mid-sized operators, while offering practical guidance on embedding data protection without compromising service quality.

Key takeaways from the summit included deeper understanding of consent and notice requirements, data fiduciary obligations, protection of children's data, breach preparedness, data principal rights and compliance responsibilities for significant data fiduciaries. Discussions also examined risks linked to property management systems, loyalty programmes, payment gateways, AI-enabled services and third-party aggregators.

Concluding the session, Garish Oberoi delivered the vote of thanks, expressing appreciation to the Government of Madhya Pradesh for its progressive tourism policies. Sumit Suri noted that Madhya Pradesh is fast emerging as a preferred hospitality destination, supported by incentives and a collaborative policy environment.

The summit reaffirmed FHRAI's commitment to supporting smooth implementation of the DPDP Rules 2025 and to strengthening transparency, accountability and consumer confidence across India's hospitality sector.