

## 私隱政策及收集求診人士個人資料聲明

### 《個人資料(私隱)條例》(“私隱條例”)的政策指引

港安醫療中心(下稱“本中心”)致力保障病人和顧客的個人資料私隱。本中心及全體職員均嚴格遵從《個人資料(私隱)條例》規定來收集、儲存、傳送及使用閣下的個人資料。

### 實務聲明

港安醫療中心上下將病人的福祉視為首要考慮，並不受任何立場和因素影響，務求為每位求診者提供卓越和適切的醫療服務。本中心深明保護病人私隱資料的重要性，亦致力遵守私隱條例的規定。本中心會繼續檢視政策，務求令病人得到優質的醫療及護理服務。為確保符合相關指引，院方亦會安排員工定期接受相關培訓及指導，令他們不斷進步，精益求精。

### 客戶/病人個人資料收集類型

確認客戶身份以及提供優質的醫療服務，我們可能需要向閣下收集以下的個人資料(包括但不限於下列各項)：

• 姓名	• 身分證明文件	• 醫療紀錄
• 通訊地址	• 出生日期	• 電郵
• 聯絡電話	• 性別	• 教育程度
• 保險資料	• 扣賬卡／信用卡資料	• 緊急聯絡人資料

### 收集個人資料的用途

閣下的個人資料可能會應用於下列各項或與其直接相關的用途：

- 確認閣下的身份；
- 為閣下提供服務；
- 為提供服務，閣下的資料將與從其他目的及從其他來源(包括第三者)所收集的資料作匹配；
- 在得到閣下的同意及符合條例要求下，閣下的個人資料將用於宣傳或推廣本院、本院轄下組織或附屬機構提供的服務；
- 用以來改進本中心所提供的服務；
- 用於處理任何提供予閣下服務相關的優惠；
- 分析、核實及/或查核閣下與本中心及/或附屬機構所提供之服務有關的信用、付款及/或狀況；
- 就本中心向閣下提供的服務處理付款指示、直接扣賬及／或賒帳安排；
- 用以確保閣下的賬戶能夠正常運作，及／或確保未清償之款項得以繳付，當中包括委托收賬公司追討欠款；
- 確保本中心在為閣下提供服務時，能夠遵從行業慣例或履行對第三方或政府機構的義務；



- 讓本中心能夠隨時通知閣下有關本中心或附屬機構所提供的服務；
- 預防或偵查罪案；
- 在法例允許情況下，或應執法機構要求而作出的披露；及
- 任何閣下與本中心均同意的目的，包括為特定服務而簽訂的書面同意書及條款。

### 個人資料的保存

本中心保留所收集到的個人資料，保存期將不會長於實際需要使用有關資料的期間相同。根據本中心的個人資料保存政策，不同類型的資料保存期將會有所分別。

### 披露個人資料

- 本中心所收集的個人資料，只會用於直接與本中心提供的服務或舉辦的活動。本中心將會在得到閣下的同意後，才為其他目的使用/披露閣下的個人資料。
- 個人資料可能會根據任何法定或合約的義務或按法院要求披露予任何人士，但他們須證明其有合法取用相關資料的權利。

### 保障個人私隱

本中心將採取適切的措施，保護閣下的個人資料不會遺失，或在未經授權的情況下被查閱、使用、修改或披露。

### 查閱或更正個人資料

如需查閱或更正個人資料，閣下可透過信函、電郵或電話與本中心聯絡。收到查閱或更改個人資料的申請後，本中心將核查申請人身份，以確核申請人有合法權力查閱或更改相關資料。此外，本中心將就每宗查閱資料申請收取合理的費用。

### 直接促銷

- 根據條例，本院不會在未得閣下的同意或要求下，利用您的個人資料進行直接促銷。
- 即使得到閣下的同意，本院亦只會將個人資料運用於與本院提供的服務。相關資訊會透過您提供的電郵、聯絡地址、手提或家居電話發送。
- 如閣下想終止本院利用個人資料作直接促銷，請於任何時間透過以下的聯絡方法通知本院。

### 查詢

如閣下對《個人資料(私隱)條例》有任何疑問或查詢，歡迎與本中心聯絡。

#### **Adventist Medical Center – Causeway Bay** 港安醫療中心 — 銅鑼灣

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## Privacy Policy & Personal Information Collection Statement to Patients

### **POLICY GUIDELINES ON THE PERSONAL DATA (PRIVACY) ORDINANCE**

Adventist Medical Center ("AMC") strives to protect privacy in relation to personal data of every customer who uses our services. AMC and our staff shall, at all times, respect your confidentiality and endeavour to keep all personal data collected, stored, transmitted and/or used in accordance to requirement so required under the Personal Data (Privacy) Ordinance (the 'Ordinance').

### **STATEMENT OF PRACTICES**

AMC and every member of its dedicated staff are committed first and foremost to providing exceptional medical treatment to every patient, without condition and without exception. AMC recognize the importance of the protection of patients' private data, and is fully committed to compliance with the Ordinance. The policies of AMC are under continual review to ensure good practice in every facet of medical service. All medical staff in AMC receives on-going training and guidance to ensure compliance with its policies.

### **TYPES OF PERSONAL DATA COLLECTED FROM OR COMPILED FOR PATIENTS AND CUSTOMERS**

For purposes of customer identification and provision of our quality services, you may be requested to provide personal data such as, but not limited to, the following:

• Full Name	• Identification Document	• Gender
• Date of Birth	• Correspondence Address	• Insurance Info.
• Contact No.	• Medical Record/ History	• Education Level
• Email	• Credit/ Debit Card Details	• Emergency Contact

### **USE OF PERSONAL DATA**

Your personal data may be used for the following purposes or any purposes directly related to them:

- verifying your identity;
- provision of the Service to you;
- matching your personal data with other data collected for other purposes and from other sources including third parties in relation to the provision of the Service to you;
- marketing and advertising of any services to you by AMC, its affiliates, related companies, agents, contractors and third party suppliers upon your consent in accordance with the prevailing requirements in the Ordinance;

- business planning and improving the Service for supply to you, by AMC, its affiliates, related companies, agents, contractors and third party suppliers;
- processing of any benefits in connection with the supply of the Service to you;
- analyzing, verifying, enforcing contractual rights and/or checking of your credit, payment and/or status in relation to supply of the Service of AMC and/or its affiliates to you;
- processing of any payment instructions, direct debit facilities and/or credit facilities in relation to supply of the Service of AMC and/or its affiliates to you, or requested by the customer;
- enabling the daily operation of your account and/or the collection of amounts outstanding in your account in relation to the Service of AMC and/or its affiliates, including the use of debt collection agents;
- enabling AMC to comply with any obligations to interconnect, with other industry practices, or with obligations to third parties or government agencies in relation to the supply of the Service of AMC and/or its affiliates to you;
- keeping you informed about the Service supplied to you and other goods and services made and available by AMC and/or its affiliates;
- prevention or detection of crime;
- disclosure as permitted or required by law; and
- any other purposes as may be agreed to between you and AMC, including the purposes set out in any written communication or terms and conditions for the supply of specific services.

### **RETENTION OF PERSONAL DATA**

AMC maintains and executes retention policies of records containing personal data to ensure personal data is not kept longer than is necessary for the fulfilment of the purpose for which the data is or is to be used. Different retention periods apply to the various kinds of personal data collected and held by AMC in accordance with our retention policies.

### **DISCLOSURE OF PERSONAL DATA**

- Your personal data collected by AMC is used only for purposes directly related to our services, functions and activities. We will obtain your consent before using/disclosing your personal data for other purposes.
- Personal data may also be disclosed to any person or persons pursuant to any statutory or contractual obligations or as required by court of law, provided such person or persons are able to prove the required right/authority to access such information.

## **SECURITY OF PERSONAL DATA**

AMC takes appropriate steps to protect the personal data we hold against loss, unauthorized access, use, modification or disclosure.

## **ACCESS AND CORRECTION OF PERSONAL DATA**

Data access or correction request can be made by post, e-mail and by phone provided hereon. Upon handling a data access or correction request, AMC will check the identity of the requester to ensure that he/she is the person legally entitled to make the data access or correction request. A fee is chargeable by AMC for complying with a data access request.

## **DIRECT MARKETING**

- By virtue of the Ordinance, AMC will not use your personal data for purposes of direct marketing without your prior consent or request.
- With your consent however, AMC may deliver direct marketing materials in relation to all of our services, promotional package, newsletter etc, to you, through various communication channels e.g. e-mail address, correspondence address, mobile phone number, telephone number etc.
- Should you wish us to cease using your personal data in direct marketing, you may at any time send your request to our contact hereon.

## **ENQUIRY**

Should you have any enquiries concerning compliance of the Ordinance, please feel free to contact us.

### **Adventist Medical Center – Causeway Bay**

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