

Tung Wah Group of Hospitals
Community Services Division
Personal Information Collection Statement

This statement aims to inform you that the policies and measures of the Community Services Division of Tung Wah Group of Hospitals in collection, usage, protection and access of personal data in compliance with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486).

Purpose of Collection

The Community Services Division of Tung Wah Group of Hospitals (TWGHs) respects your privacy and collects your personal data by lawful and fair means. The personal data supplied by you will be used for processing your applications for services and assistances provided by TWGHs, including services provision in the future, monitoring and review of services, conducting of research and surveys as well as for discharging statutory duties. The provision of personal data to TWGHs is voluntary. All personal data we request you to provide is necessary for us to provide your requested services. If you do not provide sufficient personal data, we may not be able to process your applications or provide assistances/services to you.

Protection of Personal Data

We will keep your personal data confidential. Unless we ascertain your consent in advance, all related personal data (including data disclosure and transfer) will be used only for purposes stated during data collection, purposes directly related to the stated purposes or purposes permitted by regulations.

We must take practical arrangements to ensure that personal data held are protected against unauthorized or accidental access, processing, deletion or other usage. The time of storage of the personal data will not surpass the time necessary for fulfilling the purposes of collection.

Categories of Transferees

The personal data you provide will be made available to persons working in TWGHs on a need-to-know basis. Apart from this, they may only be disclosed to the relevant parties listed below:

- (a) Other parties such as government bureaus/departments, non-governmental organizations, schools, hospitals and public utility companies if they are involved in the assessment of application from or provision of services/assistances to you; or
- (b) Where you have given consent to such disclosure; or
- (c) Where such disclosure is authorized by law.

In the circumstances listed above, relevant parties should only use your personal data in purposes related to your application for or receiving of services/ assistances.

Moreover, the personal data provided by you may be disclosed to the Social Welfare Department, auditors and related governmental monitoring agencies for the purpose of examination and assessment of our financial position and service performance.

Access to and Correction of Personal Data

Except where there is an exemption provided under the Personal Data (Privacy) Ordinance, you have a right of access to and correction of personal data held on you but not including those data erased after fulfilling the purposes of collection. Your right of access under the Ordinance means the right to obtain a copy of your personal data subject to payment of a fee. Applications for access to or correction of data should be made in writing. We will reply you within 40 days upon receipt of your applications. According to the Personal Data (Privacy) Ordinance, we may refuse to comply with a data correction request under the circumstances listed below:

- (a) The request is not in writing;
- (b) We can reasonably believe that the personal data to which the request relates are not inaccurate;
- (c) We are not supplied with sufficient information to ascertain the personal data held are inaccurate;
- (d) We are not satisfied that the correction which is the subject of the request is accurate; or
- (e) There is another data user controlling the processing of the personal data to which the request relates in such a way as to prohibit us from complying (whether in whole or in part) with the request.

Enquiries, Access to and Correction of Personal Data

Please ensure that the data you provide to TWGHs are accurate. If you have enquiries concerning your application for assistances/services or if there are changes in the data you provide, please contact the homes you apply for or the Central Admission Unit. Requests for access to personal data and correction of data collected should be addressed to the following units, where applicable:

| <u>Name of Unit</u> | <u>Address</u> | <u>Telephone Number</u> |
|--|--|-------------------------|
| Central Admission Unit | 6/F, Wong Fung Ling Memorial Building, 12 Po Yan Street, Sheung Wan | 2859 7620 |
| Jockey Club Blissful Villa | 3/F-6/F, Jockey Club Sunshine Complex, 29 Nam Long Shan Road, Wong Chuk Hang , Hong Kong. | 2292 3456 |
| Women's Welfare Club Western District, Hong Kong Residential Care Home for the Elderly | No. 501, 5/F., Oi Sin House, Oi Tung Estate, Shaukeiwan, Hong Kong | 3156 2111 |
| D&M Wong Willow Lodge | 2/F, 18 Willow Street, Tai Kok Tsui, Kowloon, Hong Kong | 2805 6673 |
| May Lodge cum Day Care Centre for the Elderly | 2/F, Carpark Floor High Level, Tai Wai Social Service Building, 1 Mei Tin Road, Tai Wai, Sha Tin, N.T. | 2350 5200 |
| Chu Sau Cheung Nursing Home | Unit 302, 3/F and Unit 401, 4/F, Ancillary Facilities Block, Cheung Sha Wan Estate, 391 Cheung Sha Wan Road, Kln. | 2467 2200 |

We reserve the right to amend this statement according to our situation and the provisions of the Personal Data (Privacy) Ordinance. If we need to change the purposes of data collection, we will ascertain your prescribed consent in advance.

- * Tung Wah intends to use your personal data (name, address, phone no., email and fax) for future contact, fund-raising, promotion/training or collection of opinions etc. We will not use your personal data for the above purposes without your consent. Should you find such use of your personal data not acceptable, please indicate your objection by ticking Item 4 (application for non-subsidized homes for the elderly) / Item 5 (application for residential care homes for the elderly) of the Declaration in the Application Form.