

Personal Information Collection Statement 收集個人資料聲明

1. Introduction 簡介

- 1.1 Ascendo Health Limited ("we", "us" or "our") are committed to protecting the privacy and security of your personal data; 晉言健康有限公司（「本公司」或「我們」）致力保障您個人資料的私隱及安全。
- 1.2 This Personal Information Collection Statement is prepared in accordance with the Personal Data (Privacy) Ordinance (Cap. 486), and the Electronic Health Record Sharing System Ordinance (Cap. 625). It should be read together with our Privacy Policy Statement, which is displayed in all our clinics; 本「收集個人資料聲明」乃按照《個人資料(私隱)條例》(第486章)及《電子健康紀錄互通系統條例》(第625章)所編製, 並應與本公司的「私隱政策聲明」一併閱讀。我們所有的診所內均有展示該「私隱政策聲明」。
- 1.3 If you have any queries regarding our Privacy Policy Statement or this Personal Information Collection Statement, please contact our Customer Service Manager at (852) 2521 8889 or info@acdoh.com; 如您對本公司的「私隱政策聲明」或「收集個人資料聲明」有任何疑問, 請致電 (852) 2521 8889 或電郵 info@acdoh.com 與本公司的顧客服務經理聯絡。

2. Purposes of Collection 收集個人資料之目的

- 2.1 We collect your personal data for the following purposes; 本公司將就以下目的收集您的個人資料：-
- (a) Verifying your identity before providing our products / services to you; 在向您提供產品 / 服務前核實您的身份；
 - (b) Providing you with appropriate products / services; 向您提供適當的產品 / 服務；
 - (c) Processing billing and payments from you / your employers (prospective or not) / your insurers; 處理來自您 / 您的僱主（不論準僱主與否）/ 您的保險人的賬單及付款；
 - (d) Collecting any outstanding amounts due and owing from you; and / or 向您收取任何未繳的到期及尚欠款項；及 / 或
 - (e) Handling your enquiries / complaints. 處理您的查詢 / 投訴。

3. Disclosure 個人資料之披露

- 3.1 We will keep your personal data confidential; 本公司會將您的個人資料保密。
- 3.2 We may disclose your personal data to necessary third parties if required, such as those involved in your medical treatment, and / or financial institutions engaged by you / us for billing and payment purposes. Under these circumstances the data disclosed will be limited to that which is necessary; 本公司可能會在需要時向必須的第三方披露您的個人資料, 例如涉及您的治療的第三方, 及 / 或本公司 / 您為賬單及付款用途而僱用的財務機構。在此等情況下, 我們只會披露有必要的資料。

4. Direct Marketing 直接促銷

- 4.1 Unless we obtain your consent or indication of no objection, we will not use your personal data for direct marketing. **If you object, please tick the relevant box provided on the patient registration form;** 除非本公司取得您的同意或不反對的表示, 本公司將不會使用您的個人資料作直接促銷用途。如您反對, 請於病人登記表格的相關方格內打剔。
- 4.2 We will not use your medical records or medical history for direct marketing; 本公司不會使用您的醫療紀錄或病歷作直接促銷用途。
- 4.3 We would like to use your name, contact details, transaction pattern and behaviour, financial background and demographic data held by us for direct marketing of our products and services; 本公司希望使用所持有的您的名稱、聯絡資料、交易模式及情況、財務背景及人口統計信息作直接促銷本公司產品及服務的用途。
- 4.4 Even if you do not now object to the use of your personal data for direct marketing, you may do so in the future. Upon receiving your objection in writing to this use of your personal data, we will cease to do so with no charge to you; 即使您現時不反對本公司使用您的個人資料作直接促銷用途, 您仍可於日後對此提出反對。在收到您對使用您的個人資料提出書面反對後, 本公司將停止使用您的個人資料作直接促銷用途, 不會另行收費。

4.5 We will not provide your personal data to third parties for direct marketing of their products and services; 本公司不會向第三方提供您的個人資料作直接促銷第三方的產品及服務的用途。

5. Security and Retention 個人資料的安全及保留

5.1 Please refer to the Privacy Policy Statement for our policies in respect of the security and retention of your personal data; 請參閱本公司的「私隱政策聲明」以了解本公司就您的個人資料的安全及保留的相關政策。

6. Electronic Health Record Sharing System 電子健康紀錄互通系統

6.1 Our policies in relation to the Electronic Health Record Sharing System are only applicable to registered participants in that System. Please refer to our Privacy Policy Statement, which is displayed in all our clinics, for further information; 本公司就電子健康紀錄互通系統的政策僅適用於該系統的登記接受者。請參閱本公司所有診所內展示的「私隱政策聲明」以了解進一步資料。

7. Data Access and Correction 查閱及更改個人資料

7.1 As a data subject, you have the right to request access to and correction of your personal data. We have the right to charge a reasonable fee for processing a personal data access request; 作為資料當事人，您有權要求查閱及更改您的個人資料。本公司有權就處理您的查閱個人資料要求收取合理費用。

7.2 To exercise this right, please send your request in writing to; 如您需行使此權利，請以書面形式將您的要求：

By post:

Ascendo Health Limited
Room 1501, 15/F, Melbourne Plaza
33 Queen's Road Central
Hong Kong

郵寄：

晉言健康有限公司
香港中環皇后大道中33號
萬邦行15樓1501室

Or, by email: 或電郵：

info@acdoh.com

Note: This Personal Information Collection Statement may be amended from time to time; 註：本「收集個人資料聲明」會不時修訂

Jun 2021

Privacy Policy Statement – Clinics 私隱政策聲明 – 診所 / 病人登記表格

1. Introduction 簡介

1.1 Ascendo Health Limited ("we", "us" or "our") are committed to protecting the privacy and security of your personal data; 晉言健康有限公司（「本公司」或「我們」）致力保障您個人資料的私隱及安全。

1.2 This Privacy Policy Statement is prepared in accordance with the Personal Data (Privacy) Ordinance (Cap. 486), and the Electronic Health Record Sharing System Ordinance (Cap. 625); 本「私隱政策聲明」乃按照《個人資料(私隱)條例》(第486章)及《電子健康紀錄互通系統條例》(第625章)所編製。

1.3 If you are under the age of 18 or are mentally incapacitated, you should obtain your parent's, guardian's, next-of-kin's or carer's consent before providing your personal data to us; 假如您未滿18歲，或精神上無行為能力，您應在向本公司提供您的個人資料前事先取得您的父母、監護人、近親或個人看護的同意。

1.4 If you have any queries regarding this Privacy Policy Statement or our Personal Information Collection Statement, please contact our Customer Service Manager at (852) 2521 8889 or info@acdoh.com; 假如您對本公司的「私隱政策聲明」或「收集個人資料聲明」有任何疑問，請致電 (852) 2521 8889 或電郵 info@acdoh.com 與本公司的顧客服務經理聯絡。

2. Purposes of Collection 收集個人資料之目的

2.1 We collect your personal data for the following purposes; 本公司將就以下目的收集您的個人資料：-

- (a) Verifying your identity before providing our products / services to you; 在向您提供產品 / 服務前核實您的身份;
- (b) Providing you with appropriate products / services; 向您提供適當的產品 / 服務;
- (c) Processing billing and payments from you / your employers (prospective or not) / your insurers; 處理來自您 / 您的僱主 (不論準僱主與否) / 您的保險人的賬單及付款;
- (d) Collecting any outstanding amounts due and owing from you; and / or 向您收取任何未繳的到期及尚欠款項; 及 / 或
- (e) Handling your enquiries / complaints. 處理您的查詢 / 投訴。

3. Personal Data Collected 所收集的個人資料

3.1 We collect the following types of personal data; 本公司收集下列各項個人資料：

- (a) Your contact details, and demographic information, for example your name, telephone number, date of birth, nationality, Hong Kong Identity Card number or passport number and email address; and 您的聯絡資料及人口統計信息, 例如您的名稱、電話號碼、出生日期、國籍、香港身份證號碼或護照號碼及電郵地址; 及
- (b) Your medical history and records; 您的病歷及醫療紀錄。

4. Disclosure 個人資料之披露

4.1 We will keep your personal data confidential; 本公司會將您的個人資料保密。

4.2 We may disclose your personal data to necessary third parties if required, such as those involved in your medical treatment, and / or financial institutions engaged by you / us for billing and payment purposes. Under these circumstances the data disclosed will be limited to that which is necessary; 本公司可能會在需要時向必須的第三方披露您的個人資料, 例如涉及您的治療的第三方, 及 / 或本公司 / 您為賬單及付款用途而僱用的財務機構。在此等情況下, 我們只會披露有必要的資料。

5. Direct Marketing 直接促銷

5.1 Unless we obtain your consent or indication of no objection, we will not use your personal data for direct marketing; 除非本公司取得您的同意或不反對的表示, 本公司將不會使用您的個人資料作直接促銷用途。

5.2 We engage third party service providers as our agents to market some of our products and services. Accordingly, if you have provided us your personal data for direct marketing it will be passed to these service providers, who are under contractual obligations to protect your personal data against unauthorized or accidental access, process, erasure and use, and to only use the data for direct marketing of our products and services in accordance with our instructions; 本公司有聘用第三方服務供應商作為本公司的代理, 以促銷本公司的某些產品及服務。因此, 假如您向本公司提供您的個人資料作直接促銷用途, 您的個人資料將會被移轉給該等服務供應商。該等服務供應商有合約義務保障您的個人資料免受非授權或意外取閱、處理、刪除及使用, 並只能根據本公司的指示使用您的個人資料作直接促銷本公司的產品及服務。

6. Security 個人資料之安全

6.1 We will take all practicable steps to ensure that your personal data is protected against unauthorized or accidental access, process, erasure and use; 本公司將採取所有切實可行的步驟以確保您的個人資料免受非授權或意外取閱、處理、刪除及使用。

6.2 Unless your personal data is to be provided to third party service providers, access will be restricted to our employees, who are authorised and trained to handle such data, and who are under strict confidentiality obligations; 除非本公司向第三方服務供應商提供您的個人資料, 查閱您的個人資料的人士將僅限於已獲授權及已接受訓練處理個人資料並負有嚴格保密義務的本公司僱員。

7. Retention 個人資料的保留

7.1 Your personal data will only be retained for as long as is necessary to fulfill the purpose(s) of collection, after which it will be destroyed; 您的個人資料只會被保留至達到收集有關資料的目的為止, 其後您的個人資料將被銷毀。

8. Electronic Health Record Sharing System 電子健康紀錄互通系統

8.1 Where the Electronic Health Record Sharing System logo is displayed at our clinic, it indicates that that specific clinic is

a registered healthcare provider under the Electronic Health Record Sharing System; 當我們的診所內有展示電子健康紀錄互通系統的標誌，這表示該診所是電子健康紀錄互通系統的登記醫護提供者。

- 8.2 If you are a registered participant in this System, we will share your personal and demographic data, clinical notes, referrals between providers, adverse reactions and allergies, birth and immunisation records, and other investigation results with the System; 假如您是該系統的登記接受者，我們可以於該系統互通您的個人身份及基本資料、臨床紀錄摘要、醫護提供者之間的轉介、不良反應及敏感、出生和防疫注射紀錄及其他檢驗結果。
- 8.3 Only this data will be shared, and we will take reasonable steps to ensure that our staff will only have access to your records on the System to the extent that is necessary to provide your treatment; 將被互通的資料僅限於上述資料，本公司將採取合理步驟確保本公司的員工可以查閱的系統紀錄僅限於為您提供治療所需的紀錄。
- 8.4 We will take all reasonably practicable steps to protect your data on the System; 本公司將採取一切合理的切實可行措施以保障您於該系統上的個人資料。
- 8.5 We are not entitled to provide you with health records uploaded to the System by other healthcare providers. However, you may make a data access request to the Commissioner for the Electronic Health Record to access those records; 本公司無權向您提供由其他醫護提供者上載至該系統的電子健康紀錄。然而，您可向電子健康紀錄專員提出查閱資料要求以查閱有關紀錄。
- 8.6 Should you request us to correct your personal data shared by us on the System, and we are satisfied that it is inaccurate, we will comply with your request; 假如您要求更改本公司為您於該系統上互通的個人資料，而本公司亦同意有關資料是欠缺準確的，本公司會履行您的要求。
- 8.7 We will not use any of the personal data on the Electronic Health Record Sharing System in direct marketing; 本公司將不會使用任何電子健康紀錄互通系統上的個人資料作直接促銷用途。

9. Data Access and Correction 查閱及更改個人資料

- 9.1 As a data subject, you have the right to request access to and correction of your personal data held by us; 作為資料當事人，您有權要求查閱及更改本公司為您持有的個人資料。
- 9.2 Please send your request for access to or correction of your personal data in writing to; 請您以書面形式將查閱或更改個人資料的要求：-

By post:

Ascendo Health Limited
Room 1501, 15/F, Melbourne Plaza
33 Queen's Road Central
Hong Kong

郵寄：

晉言健康有限公司
香港中環皇后大道中33號
萬邦行15樓1501室

Or, by email: 或電郵：

info@acdoh.com

- 9.3 We are entitled to charge a reasonable fee for processing your data access request; 本公司有權就處理您的查閱資料要求收取合理費用。

Note: This Privacy Policy Statement may be amended from time to time; 註：本「私隱政策聲明」會被不時修訂。

Jun 2026