

## Personal Data Protection Policy and Practice

# P r i v a c y

It is the responsibility of the Hong Kong Family Welfare Society to ensure compliance with the obligations under the Personal Data (Privacy) Ordinance to facilitate professional service delivery and to protect the privacy of service users.

### Introduction

Established in 1949, the Hong Kong Family Welfare Society (HKFWS) is one of the major charitable non-governmental social welfare organisations in Hong Kong. With a “family-centric” perspective, we are committed to delivering quality and professional social services to enhance the wellbeing of families and individuals in Hong Kong and foster a caring community.

### Personal Data Protection Policy and Practice

1. Personal data will be collected lawfully and fairly for lawful purposes directly related to the functions and activities of the Society, and will be relevant and not excessive in relation to the purposes for which they are held.
2. Service users will be informed before the collection of data, of the purpose(s) of collection and the classes of persons to whom the data may be transferred.
3. The service users will be informed of their rights to request access to their personal data and correction of the personal data.
4. Service users have the responsibility to give accurate information during the process of service delivery. Reasonably practicable steps will be taken to ensure that data collected or retained is accurate for the purposes for which they are to be used.
5. Personal data will be made available to appropriate persons undertaking work in the Society and relevant parties on a restricted or need-to-know basis.
6. Personal data will not be kept longer than necessary for fulfillment of the purposes of collection.
7. Unless prior consent has been obtained from the service users, the personal data will only be used, disclosed or transferred for the purposes (or a directly related purpose) for which the data was to be used at the time of collection or where it is allowed under the Ordinance.

8. Reasonably practicable arrangements will be taken to ensure that personal data is protected against unauthorized or accidental access, processing, erasure or other use.
9. Kind of Personal Data Held and Main Purpose for Keeping Them
  - 9.1. Reports / case files of different service units / centres of the Society are kept for the purpose of providing appropriate assistance, including referrals to other services, training and conducting of research and surveys. The data kept on service users will vary depending on the type of service being sought or provided. In general, they may include the following:
    - i. identification data e.g. name, Hong Kong Identity Card No.
    - ii. personal details e.g. sex, date of birth, age, address
    - iii. family circumstances e.g. marital status, details of other family members
    - iv. educational background & employment details
    - v. financial circumstances
    - vi. information on health
    - vii. assessments and opinions on the data subjects
    - viii. others e.g. any criminal conviction, record of absence from Hong Kong
  - 9.2. Personal particulars and curriculum vitae of volunteers are kept for purposes of arranging volunteer service, for consideration of appointment and nominations for honours and awards.
  - 9.3. Personal data of individuals who have made enquiries or lodged complaints to the Society is kept for handling the enquiries / complaints and for statistical purposes.
10. Requests for access to or correction of personal data should be written in either English or Chinese. If you wish to obtain a copy of your personal data, you will be required to pay the related fee.

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## 個人資料保護政策 及 實務常規

# 私隱

香港家庭福利會遵行《個人資料（私隱）條例》，以確保提供專業服務，保護服務使用者的個人資料。

### 簡介

香港家庭福利會（簡稱「家福會」）於 1949 年正式成立，為香港其中一個主要的非牟利社會服務機構。我們基於「以家為本」的信念，致力提供高質素的專業社會服務，為香港的家庭及大眾謀福祉，培育一個互相關顧的社會。

### 個人資料保護政策及實務常規

1. 本會以合法及公平的方式，收集與本會職能及活動有直接關係而必需的個人資料，作合法用途。
2. 在收集資料前，工作人員會通知服務使用者收集資料的目的，及其他可能獲得其資料轉介人士的類別。
3. 服務使用者會獲知自己有查閱及更改個人資料的權利。
4. 服務使用者在接受服務期間，有責任向本會提供正確的資料。在使用個人資料時，工作人員會採取合理及切實可行的步驟，確保所收集個人資料的準確性，以切合所需用途。
5. 在有限制和確實工作需要的情況下，本會員工或有關團體，才可獲得服務使用者的個人資料。
6. 本會保存個人資料的時間，不會超過所需用於既定用途上的期限。
7. 服務使用者的個人資料，只可在合符收集資料目的，並在《個人資料（私隱）條例》許可的情況下被使用、披露或轉介。除此以外，必須取得服務使用者同意。

8. 本會將採取合理及切實可行的措施，確保個人資料得到保護，避免未經許可或意外的查閱、處理、刪除或作其他用途。
9. 個人資料備存類別及目的
  - 9.1. 本會屬下各服務單位 / 中心，為向服務使用者提供所需服務，及對所提供服務作出監察及評估，以至進行訓練、研究和調查等目的，有必要將其個人資料作記存，其類別可詳列如下：
    - i. 界定個人身份的資料，例如姓名、香港身份證號碼
    - ii. 個人資料，例如性別、出生日期、年齡及地址
    - iii. 家庭狀況，例如婚姻狀況以及其他家庭成員的資料
    - iv. 教育背景及過往的工作資料
    - v. 經濟狀況
    - vi. 健康狀況
    - vii. 對資料當事人的評估及意見
    - viii. 其他資料，例如有無犯罪紀錄、離港紀錄
  - 9.2. 本會備存義工的個人資料履歷，目的為培訓、安排工作以至提名參與競逐義工獎勵計劃等。
  - 9.3. 本會備存向本會作出投訴的人士的個人資料，以便處理有關查詢或投訴，及作統計用途。
  10. 服務使用者或有關人士如需查閱或更改個人資料，須以中文或英文書面申請，如索取個人資料複本，需向本會繳付相關費用。

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