

PERSONAL INFORMATION COLLECTION STATEMENT TO PATIENTS

Please read this statement before you provide personal data to CUHK Medical Centre Limited (CUHKMC, we, our or us).

A. Purposes of Collection

Our staff members and/or our affiliated doctors and healthcare providers may ask you to provide personal data (including, but not limited to, your name, gender, date of birth, identification document type and number, contact information, emergency contact person's name and contact details, credit or debit card and/or insurance information and health information) and/or obtain from any appropriate third party authorised by you and/or by means of our clinical diagnostic procedures your medical history/condition, drug history and/or other relevant information for the following purposes or any purposes directly relating to any of them:

- (1) purposes relating to your healthcare and/or generally for medical care or treatment purposes:
 - verification of your identity;
 - arrangement and/or provision of medical care, treatments and/or facilities (**Services**) to you;
 - communication with you in relation to arrangement/provision of Services; and
 - processing of payment and/or insurance claims and/or collection of amount(s) due from you;
- (2) teaching, education, research and/or statistical purposes;
- (3) operation and maintenance of our information systems and our mobile applications for patients and doctors;
- (4) provision of our and/or our Affiliates'[#] promotional and direct marketing materials to you after receiving your consent in accordance with the Personal Data (Privacy) Ordinance;
- (5) evaluation, planning and improvement of services which we and/or our Affiliates provide;
- (6) communication with you and/or in response to your query or request in relation to us/our Affiliates;
- (7) our accreditation, audit, service quality control and administrative purposes;
- (8) investigation and processing of complaints or disputes; and
- (9) prevention or detection of crime and/or compliance with or disclosure as permitted or required by any law, rule, regulation, code or guideline (**Law**).

[#] **Our Affiliates** means our shareholders/holding companies and their respective subsidiaries and associated companies, together with their respective joint ventures, partnerships and/or collaborations relate to the provision of healthcare services.

It is voluntary for you to provide your personal data to us. You have to make sure that the personal data provided is accurate and complete. If you fail to provide any required or accurate and complete personal data, it may affect our ability to provide the Services to you.

B. Disclosure of Personal Data

We may make personal data collected from or about you available to the following parties (whether within or outside Hong Kong) in addition to our staff for the purposes stated in this statement:

- (1) your attending doctors/healthcare providers;
- (2) doctors/healthcare providers who are not our staff members or affiliated doctors and healthcare providers but who require them for purposes relating to your healthcare;
- (3) your insurer or its agent or broker and/or our bank(s), payment service provider(s) and/or debt collection agency(ies);
- (4) our agents and service providers (including professional advisors) who provide to us services in connection with our Services, operations and/or business (including, but not limited to, clinical, laboratory or technical services, billing and accounting, information technology support, legal and other professional services);
- (5) our Affiliates;
- (6) visitors/staff/academics/students/trainees from hospitals, healthcare or educational institutions who are authorised by us for teaching, education, research and/or statistical purposes;
- (7) accreditation institutions; and
- (8) the court if ordered or subpoenaed by the court or such other persons as we/our Affiliates are required or permitted by any Law.

We will obtain your consent before using/disclosing your personal data for other purposes.

C. Data Access/Correction Requests

You have the right to request access to or correction of your personal data held by us. You have to make your data access or correction request in writing to our Data Protection Officer by post or email to:

Address: Medical Records Office, CUHK Medical Centre
9 Chak Cheung Street
Shatin, New Territories, Hong Kong

Email: mro@cuhkmc.hk

For data access request, you may use the "CUHKMC Patient Data Request Form" downloadable from our website (www.cuhkmc.hk) or the form specified by the Privacy Commissioner for Personal Data downloadable from this link <https://www.pcpd.org.hk/english/publications/files/Dforme.pdf>

Any data access request is subject to payment of a reasonable fee.

D. Privacy Policy Statement

You should read this statement together with our Privacy Policy Statement which is available on our website (www.cuhkmc.hk).

If there is any inconsistency or conflict between the English and Chinese versions of this statement, the English version shall prevail.